



**MI Deliver**  
Enterprise-grade Solution

## Intelligent Service Software

Countermind's mobile Service Application is designed to handle complex calculations, parts used, and labor for specific work orders. The application has been used to manage a variety of service needs, including:

- Break/Fix Work Orders
- Preventative Maintenance
- Installation and Warranty
- Emergency Repairs

## Functional Highlights

Designed with ease of use, accuracy, and flexibility in mind, our mobile MI Service application providing your service technicians with all the information they need to perform scheduled repairs or maintenance and complete their work order, in the field. Key functional highlights include:

- MI Service application supports workflows related to on-premise maintenance, warranty, break-fix, or other field related maintenance
- Record and manage inventory used for repair
- Assign work to field technician or maintenance personnel
- Record actual time and service codes on specific jobs
- Provide diagnostic steps to technician for faster repair or maintenance
- Optional GPS and printing integration capabilities



**Pictured:** Service Application on MC70

Countermind's mobile Service Application supports all Windows Mobile devices. For a complete list of devices, please contact your sales person.

### MI Platform and MI Applications Overview

CounterMind's Mobile Intelligence™ (MI) Platform and MI Applications have been designed by product developers with extensive experience in production mobile deployments and provide organizations with a highly scalable, robust and sustainable mobile solution for their business.

#### ■■■ Device Support

MI Platform is designed to utilize the capabilities of the mobile device it is installed on. MI Applications (such as "MI Deliver") are installed on top of the MI Platform and therefore can utilize device unique capabilities without resorting to a custom coded solution as required by many other solutions. This gives CounterMind customers the unique ability to run their MI Applications on any device that has CounterMind's MI Platform installed, without making any changes to their business processes or impacting their users' experience.

Features and functions supported are limited to the mobile device's capabilities and may include: bar code reading, touch screens, RFID tag reading, embedded databases, GPS and location services, image capture, signature capture, local device printing, and invoking resident third-party applications on the device.

It is CounterMind's policy to support any mobile device that meets the following minimum requirements. To ensure compatibility, customers should always verify with CounterMind the device they have chosen for their production use has been previously validated for compatibility by CounterMind. Customers who choose a new or previously non-validated device (which meets the minimum requirements below) must supply to CounterMind one reference device a minimum of 45-days in advance of any planned production deployment. The reference device will be retained for the duration of the project for validation and support purposes.

<b>MI Platform's "MI Smart Client" compatibility</b>
<b>Mobile Device System requirements (minimum)</b>
<ul style="list-style-type: none"> <li>• Windows Mobile 5, Windows Mobile 6, or newer</li> </ul>
<ul style="list-style-type: none"> <li>• Microsoft .NET Compact Framework 2.0 SP2</li> </ul>
<ul style="list-style-type: none"> <li>• RAM – 32MB (available)/64MB (total)</li> </ul>
<ul style="list-style-type: none"> <li>• Supported Device Specific Hardware             <ul style="list-style-type: none"> <li>○ Communication (Cellular, 802.11x, cradle)</li> <li>○ Barcode scanner (LASER, Imager)</li> <li>○ Touchscreen, Function Keys</li> </ul> </li> </ul>

For additional information on CounterMind or our products please e-mail [info@countermind.com](mailto:info@countermind.com), or visit [www.countermind.com](http://www.countermind.com), or call 720.407.0200.

#### ■■■ Server Platform Support

The MI Platform is standards-based software solution that includes a MI Server that is available in either a native Microsoft .NET, or native Java Edition. The MI Server is installed directly on the customer's computer to facilitate: security, manageability, performance and integration with existing business systems and data repositories.

<b>MI Platform's "MI Server" compatibility</b>
<b>Server Hardware (minimum requirements)</b>
<ul style="list-style-type: none"> <li>• RAM Memory – 2+ GB</li> </ul>
<ul style="list-style-type: none"> <li>• Hard Drive – 160+ GB</li> </ul>
<ul style="list-style-type: none"> <li>• NIC – Ethernet or WiFi (802.11x) Access Point</li> </ul>
<b>Server Software (.NET Edition min. requirements)</b>
<ul style="list-style-type: none"> <li>• Microsoft Windows Server 2000/2003</li> </ul>
<ul style="list-style-type: none"> <li>• Microsoft .NET Framework 2.0</li> </ul>
<ul style="list-style-type: none"> <li>• Microsoft Internet Information Server 5.1/6.x</li> </ul>
<b>Server Software (Java Edition min. requirements)</b>
<ul style="list-style-type: none"> <li>• J2EE 1.5</li> </ul>
<ul style="list-style-type: none"> <li>• Java Servlet Container (ex. Apache Tomcat, IBM WebSphere, etc.)</li> </ul>
<ul style="list-style-type: none"> <li>• Operating System supported by Java Servlet (ex. Windows, Linux, Unix, etc.)</li> </ul>

#### ■■■ Communications and Network Support

The MI Platform makes intelligent use of whatever network access is available and supported by the mobile device. The MI Platform supports a wide range of network connections including: Bluetooth, WiFi (802.11x), Cellular WWAN (ED-VO, CDMA, WCDMA, GPRS, GSM), hardwired local area network (LAN) or Remote Access Server (RAS), or pass-through ActiveSync connections via USB or cradle.

#### ■■■ Integration and Infrastructure

CounterMind's MI Platform offers one of the most flexible integration capabilities available in the market. This is accomplished by using a Services Oriented Architecture (SOA) and packaging all mobile information as efficient XML data payloads. This has several distinct advantages and CounterMind has over ten Patents Pending on our unique usage as it applies to mobility. This benefits our customers with the ability to easily create a fully automated and event-driven integration layer that automatically transforms collected mobile data into the formats that are understood by existing back office systems and databases.