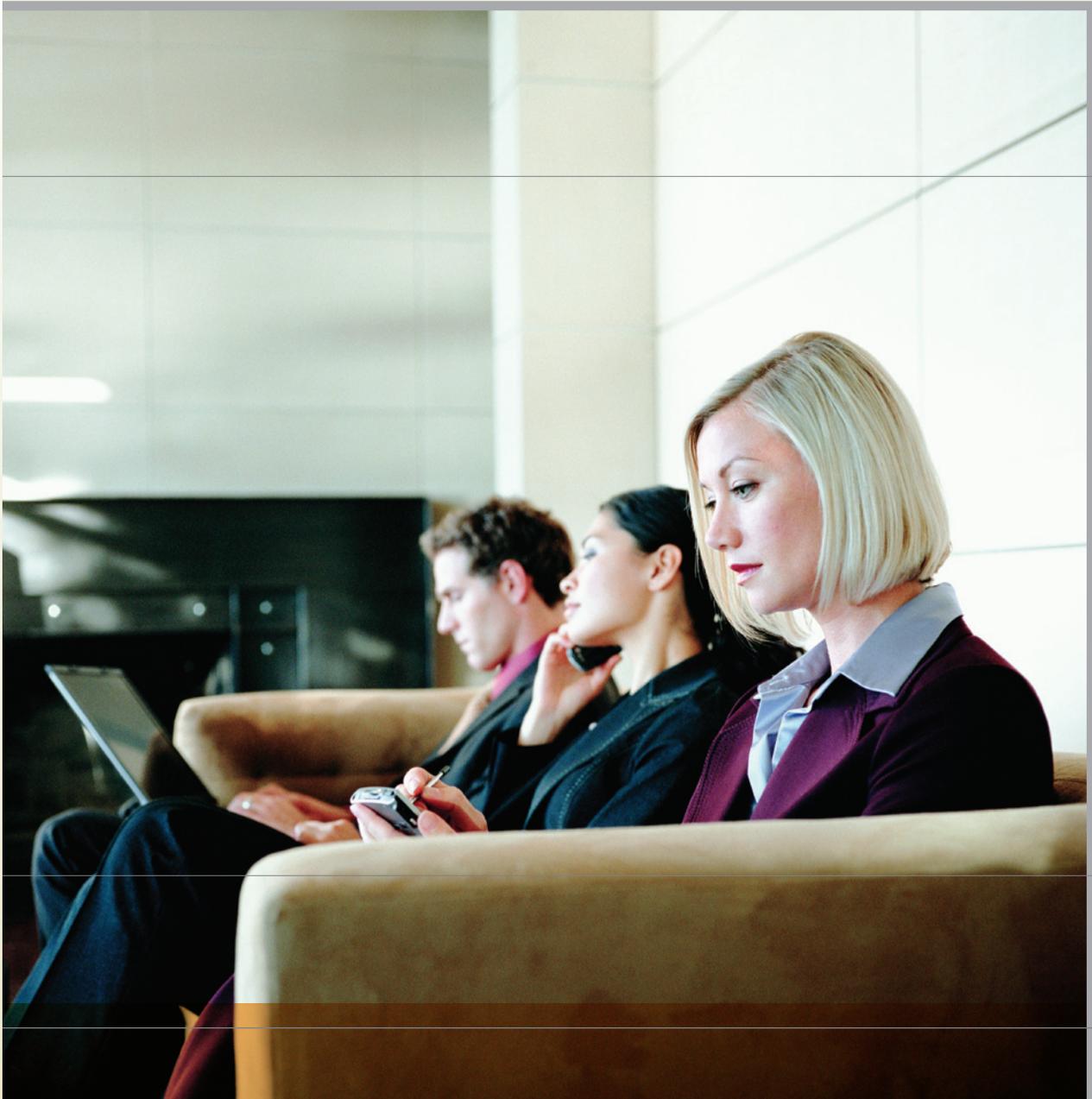


GoodAccess™

WIRELESS ACCESS TO BUSINESS APPLICATIONS



**Raise productivity.  
Improve customer satisfaction.  
Boost business performance.**

Information at the point of business.™



# Leave your desktop. Keep your access.

The business world operates 24/7 and is moving faster all the time. The challenge of seizing opportunities while simultaneously avoiding problems requires the speed and flexibility of new tools. And for executives, account managers, and other mobile personnel, GoodAccess from Good Technology is a powerful, competitive tool.

With GoodAccess™, your enterprise applications are no longer confined to a desktop, or even a laptop. Your CRM, ERP, business intelligence, and other systems are now extended to your mobile employees. And your customer response times are improved and your revenue increased.

As a result, the people in your enterprise now make timely decisions based on the most accurate information, everyone's productivity increases, and overall business performance significantly improves. Let business keep moving as fast as it wants—you're connected.

## **GoodAccess: Enterprise applications delivered to the point of business.**

Leveraging the same secure infrastructure as GoodLink™, Good's award-winning wireless messaging solution, GoodAccess provides enterprise information to mobile personnel whenever, wherever they need it.

Users get secure, interactive access to CRM, SFA, ERP, and SCM applications such as Siebel, salesforce.com, Remedy, Oracle, and custom mission-critical systems and intranets—on a spectrum of Palm™ and Pocket PC handhelds and smartphones. This way, mobile

professionals receive all the applications they need on the handhelds they want on the networks they prefer.

What's more, GoodAccess provides an industry standards-based platform for rapidly developing and deploying mobile applications. And because it connects to systems behind the firewall through a secure transport layer, users can either navigate and retrieve information directly or access data and files that are pushed to their handhelds.



GoodAccess™  
WIRELESS ACCESS TO BUSINESS APPLICATIONS.



**Increased productivity,**  
improved customer satisfaction, greater ROI,  
and better business performance.



**KEY BENEFITS AND CAPABILITIES:**

**GREATER PRODUCTIVITY AND RESPONSIVENESS**

- **Background processing** lets you proceed with activities such as responding to e-mail and downloading attachments while information requests requiring communication are queued to the backend system.
- **Offline capability** allows you to save, view, and send information when offline or outside of coverage.
- **Intuitive user interface** helps organize information according to individual preferences. Customized categorization enables quick access to information.
- **Broadcasting/Push-to-handheld technology** enables time-sensitive updates such as leads, sales reports, and customer service issues to be pushed to handheld devices.
- **Bar code scanning** support allows you to improve productivity and reduce data entry error by using a handheld that features an embedded or attached bar code reader.

**REDUCED TOTAL COST OF OWNERSHIP**

- **A single server** manages different platforms, devices, and carriers.
- **OTA (Over-the-Air) management** minimizes the time and resources required to set up and administer your wireless system with Zero IT Touch™.
- **Enterprise-class security** including AES encryption with FIPS certification, remote password control, and remote erasability—protects you from expensive losses and theft.
- **A common platform** leverages the same security, transport, and management tools as GoodLink.

**FASTER PERFORMANCE AND LOWER COST**

- **Transformations** optimize the display of information for handheld devices.
- **Advanced compression** reduces page load time.
- **Differential-data technology** minimizes reloading of unchanged content.

**FLEXIBILITY TO MEET YOUR CHANGING BUSINESS NEEDS**

- **An industry standards-based platform** allows business analysts to rapidly create and deploy new wireless applications that combine information and functionality from multiple systems (e.g., CRM, ERP, and BI and Reporting).
- **The GoodAccess Certified™ Above All Studio** can connect backend systems through Web services, ODBC, and other APIs and enables rapid business assembly of composite applications to meet your specific business needs.

**PROVEN AND RELIABLE**

- **Years of experience** with hundreds of enterprises, large and small, prove Good Technology has the sales, implementation, and support resources to make your investment successful.
- **Professional services** include seasoned implementation experts and partners who can tailor GoodAccess to your specific needs.
- **Support** is available free of charge during normal business hours.

# What can GoodAccess do for you?

Take the brief quiz that corresponds to your profession:



## MOBILE SALES

### During a meeting with a customer, can you:

- access order status information?
- quote prices and availability?
- retrieve the latest product information?
- place an order and lock in a sale?
- access customer billing and payables information?

### While on the road before or after a meeting, can you:

- quickly retrieve contact information?
- retrieve notes from prior meetings?
- review order and billing histories?
- review and update your forecast?
- log calls, events, and activities?
- distribute new leads to account managers?



## MOBILE FIELD SERVICE

### During an onsite service call, can you:

- review service history?
- retrieve service bulletins?
- check the availability of a key part?
- record in/out times for the call?
- record a sales opportunity that you identify?

### After the service call, can you:

- record the services you just performed?
- request replenishment of service parts?
- receive dispatches for new service requests in your vicinity?
- access new service tickets and work orders?



## MOBILE PROFESSIONAL SERVICES

### While meeting with a client, can you:

- receive an updated presentation from your staff and use it during the meeting?
- search for a key expert resource and check his/her availability?
- provide the client with up-to-date billing information?

### After the meeting, can you:

- record time and expenses?
- access project/cost estimating tools?
- look up driving directions to your next appointment?
- access online research?



## MOBILE IT MANAGEMENT

### When you're out of the office, can you:

- check the status of an IT asset?
- receive automatic alerts about problems?
- assign a trouble ticket to a resource?
- diagnose problems remotely?
- fix problems remotely?



## MOBILE EXECUTIVE

### While waiting for a flight, can you:

- access key operational metrics and dashboards?
- check the latest sales forecast?
- approve purchase orders?
- retrieve performance metrics for a supplier or partner you're about to visit?
- access key industry news and alerts?

## With GoodAccess, you can.

**Good Technology, Inc.**

For more information, please call 866 7 BE GOOD or visit [www.good.com](http://www.good.com).

Above All  
SOFTWARE

