

Rhomobile Case Study: Aeroprise Mobility for BMC Self Service

Use of Rhomobile's Rhodes Framework and RhoSync

Background

[BMC Software](#) (NASDAQ: BMC) is recognized as the leader in Business Service Management. BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. In fiscal year 2009, BMC revenue was approximately \$1.9 billion. BMC partnered with [Aeroprise](#), the leader in Mobile IT Service Management, to develop mobile solutions for BMC Remedy. The partnership has produced many products, most recently Mobile Self Service which mobilizes BMC Remedy Service Request Management ("SRM").

BMC's SRM product is used by large enterprises around the world to empower business users to submit and manage their own service requests which reduces help desk call volume and minimizes business down time. As over two-thirds of the U.S. workforce is considered mobile, most service requests originate when workers are away from the office. Automating the service request and delivery process can lower service desk cost per call from \$24 to as low as \$1.

Because end-users have a variety of mobile devices, a requirement for the mobile application was support for all major smartphone platforms. Two other key requirements were offline access to the application, and an easy-to-use, powerful, fast solution capable of taking advantage of each smartphone's device capabilities. Aeroprise selected Rhomobile's Rhodes and RhoSync products for their ease of cross-platform development and deployment, and the ability to sync with offline data. This case study describes Aeroprise's development process and the resulting business benefits.

The Challenge: Taking a Different Approach

Aeroprise's existing solution for BMC Remedy supports the BlackBerry and Windows Mobile platforms, as well as mobile device browsers. Development and maintenance of both the BlackBerry and Windows Mobile versions was time-consuming and Aeroprise was working with tight product delivery schedules. Aeroprise evaluated all available tools on the market and found that only the Rhomobile Rhodes Framework and RhoSync could support its stringent requirements.

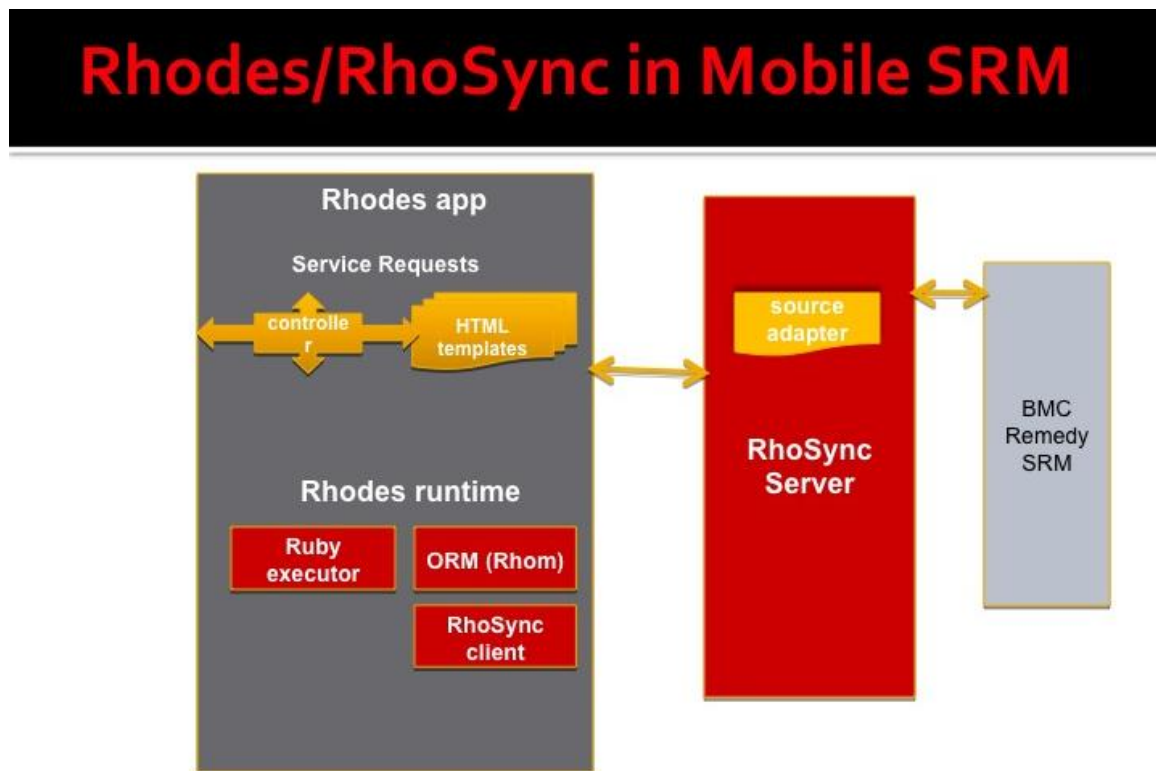
Aeroprise considered alternative platforms from vendors like Sybase iAnywhere but found they were incomplete or otherwise insufficient. Next, Aeroprise looked at "smartphone app frameworks," a category invented, and led, by Rhomobile. As Rhomobile's Rhodes framework is the only solution to provide synchronization between back-end applications and end-user devices, and support all major smartphones, Rhomobile was the clear choice.

The Solution: Using the Rhodes Framework and RhoSync

Rhodes is an open source framework which allows developers to rapidly build native apps for all major smartphone operating systems (Android, iPhone, BlackBerry, Symbian, and Windows Mobile). These are true native device applications (not mobile web apps) which work with

synchronized local data and take advantage of handset capabilities such as GPS, PIM contacts and camera.

RhoSync is a standalone server which keeps enterprise application data current and available on end-users' smartphones. The information is stored locally on the end-user's device, making it available even when the user is disconnected and offline – an essential element for enterprise mobility solutions. Unlike other sync servers, RhoSync allows synchronization adapters to be built quickly and easily. A mobile developer can implement a "source adapter" with only a handful of methods (query, create, update, and delete) that are used by the RhoSync server. The average source adapter for a single object can be developed in less than one day.



The Project

Development began on the Mobile SRM project in the middle of 2009. The plan was to develop the app for BlackBerry first, then iPhone, and later Windows Mobile, Symbian, and Android. The entire project from design to deployment took only seven months for both BlackBerry and iPhone – and satisfied all key product requirements.

The Rhodes Framework allowed the team to rapidly iterate and show Model-View-Controller interfaces to the business owner, marketing team, and customers. The frequent feedback obtained throughout the project allowed developers to refine the app without major rework. Rhodes also allowed developers to quickly implement changes.

Ensuring that status updates for critical service requests would be delivered to end-users as soon as they are available was a Mobile SRM design requirement. Information must be delivered to devices so that it is available to end-users even when they are offline. The RhoSync server was configured to push information to end-users via the BlackBerry push SDK. While this push capability to optimize data synchronization does exist for both BlackBerry and iPhone, the push SDKs are difficult to use and, hence, rarely implemented. RhoSync simplified data push and synchronization.

Aeroprise completed the BlackBerry version in December 2009 and added iPhone support in January 2010 with minimal code changes, mostly related to optimizing stylesheets. The Rhodes approach led to less code and support for more device platforms – which translates into savings throughout the product lifecycle.

Results

"With real-time information and updates enabled by RhoSync, Aeroprise Mobility for BMC SRM offers all of the power of a desktop service on the mobile device, allowing IT to focus on business-critical issues."

– Dan Turchin, CEO of Aeroprise

The Mobile Service Request Management product now allows end-users to create, monitor and manage their own IT service requests. This self-service approach improves business-IT alignment while reducing the cost of service delivery – all while providing end-users with a better support experience. The application launched to great fanfare from customers and analysts, and Aeroprise anticipates it will be deployed to millions of end-users.

More Information

A video demo of the Aeroprise BMC Self Service product is available [here](#). Additional details about the Aeroprise Mobility for BMC Service Request Management product are available [here](#).

For more information on how to use the Rhodes framework and RhoSync to mobilize your own enterprise applications, contact sales@rhomobile.com.