



A Pruvan White Paper

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Improving Operations through Mobile Best Practices



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Introduction

As today's servicing businesses grow, many are struggling to keep pace with their data collection requirements and infrastructure. Even if the organization has built their own portal or is renting software from a cloud-based work order management provider, management still struggles with the mobile component. Building your own mobile app using a framework or HTML5 might be enough if there was no change needed, but as new regulations, technical requirements and data collection requirements creep in from clients, these solutions need to be modified and maintained. Additionally, even if you do build a mobile app and it works and is easy to modify, that still doesn't address how secure it is. These points are often missed on those who see mobile as "just an app, how hard can it be?" This often misunderstood level of complexity inherent in mobile, coupled with ever changing requirements turns "quick" mobile initiatives into ever mounting technical debt which pulls many organizations' IT staff in the wrong direction.

Adopting a best practices approach for your mobile requirements allows your technical staff to focus on the more strategic aspects of your core application. Pruvan allows organizations to achieve this goal by focusing exclusively on the issues associated with mobile photo and data collection. Pruvan Direct brings with it an advanced feature set and most the rapid time to production in the market which provides the benefit of having your own mobile app without the cost and complexity of maintaining an in-house solution.



Mobile is No Longer Nice to Have

Up until recently, the idea of having your own mobile application was limited to large nationals who had the resources to differentiate themselves by building mobile apps internally. These organizations could afford to spend the time and money required to build a viable mobile solution. Once these organizations went live with their mobile solution, they would make a big announcement and then require their employees and subcontractors to purchase smart phones to use their application. These days, many upstream servicing organizations and banks are requiring the use of a mobile application to take photos and submit their work instead of point and shoot cameras. So, if that strategic mobile project you've been planning is slated for next quarter, you might be too late.

I'll Just Build it

"We will build it ourselves. Having our own mobile app is going to differentiate our organization from the competition." This is the thinking of many organizations grappling with their mobile requirements. They will justify their decisions by saying, "Our process is too complex and custom to translate to a third-party mobile app without modifications." They rationalize the approach by citing security concerns, "We can better guarantee the authenticity of our data and photos to our clients because there are no other intermediaries involved." And they fear that changes in mobile forms will be too much for another system, "Our data collection requirements change all the time and our mobile forms need to keep up."

Many of these objections might have been valid a few years ago, but these days are quickly becoming outdated. In 2014, mobile is not a differentiator any more, it's a requirement. Additionally, the idea of an organization vouching for themselves in the form of proof of performance data is also beginning to seem obviously flawed (for more information about security and a Proof of Performance standard see our white paper, *An Industry Standard for Proof of Performance*). Variability and configuration are definitely a concern, and whatever system you adopt should be able to handle that, but that shouldn't be the reason you build it yourself. Lastly, even if you are successful and your mobile app achieves most or perhaps all of your goals and meets your clients requirements, your users may not only do work exclusively with you. If any of your subcontractors do work for other companies, and most of them do, they will be forced to switch between these custom apps and to learn new business processes for each servicing organization they worked with, thus complicating the vendor on-boarding process and eroding the very value of mobile in the first place.



Integration Options

Integration costs are traditionally a concern as well. The thought is usually, “It will take months to build the appropriate connectors. I might as well build my own mobile app if I have to write an expensive data integration layer to communicate to another third-party mobile platform.” As with the previous objections above, this concern should not be an issue for mobile platforms that adhere to best practices. Integration should be simple, secure and easy to understand.

The Pruvan Solution for Best Practices

Pruvan exemplifies mobile best practices through a comprehensive package that allows organizations to go from no mobile to a fully integrated mobile solution in a matter of weeks. The Pruvan solution is comprised of three key components: Pruvan Direct, the best photo solution in the industry for proof of performance; Pruvan web services, an easy to integrate set of web services that make integrations a snap; and the Pruvan Onboarding Program, which is a complete quality assurance, support and marketing plan that helps you manage the organizational aspects of switching to a mobile platform.

Pruvan Direct

Pruvan Direct has been powering proof of performance for years. With over a billion photos processed, Pruvan leads the industry in providing a world class mobile solution for organizations of any size. Pruvan Direct is the most tamper proof solution on the market with the Pruvan Direct mobile app, the Pruvan Certified Service Record, and Pruvan ID: an industry first in proof of performance.

Tamper Proof Industry Standard

Simple mobile applications that allow you to take photos for a project exist in the market place, but for the servicing industry our customers and clients want to know that the data is accurate and authentic. This is where proof of performance comes in. Pruvan has paved the way in defining and implementing the first industry standard for proof of performance. From Pruvan Mobile’s digital signature feature to Pruvan ID, Pruvan Direct is the standard for proof of performance. For more information about proof of performance see our Pruvan white paper, *An Industry Standard for Proof of Performance*.

Flexible Surveys with Survey Builder

Photos are an important aspect of data collection in the servicing industry, but another just as important aspect is mobile forms. Pruvan’s Flexible Surveys provide an easy to use platform for creating mobile forms in minutes. Using the web-based Survey Builder, a functional expert can design a new form with



full workflow capabilities and photo requirements with very little training. These surveys can be tied to a work order and dispatched to field workers instantly.

Configuration Options

Not all of your clients operate the same way. Some clients require timestamp and portrait photos while others require special tagging for each photo. The ability to change how the application works across users and all the way down to the task level is a very powerful way to customize a system without having to write code. Pruvan's configuration options allow this type of flexibility whether it's something as trivial as camera orientation or something more sophisticated like changing the function of the completion signal from the field. Pruvan's powerful configuration options can provide the flexibility you need to tailor your mobile solution without writing a line of code.

Downloader

The power of Pruvan is the ability to organize all the photo and survey results in an easy to use manner. With the Pruvan Downloader installed on a PC in the back office, your quality control people will get real-time photos and survey results as they are being taken in the field. Your QA team will have all the information it needs to process an order before the field crew leaves the job site. The survey results are automatically collected across projects in a convenient Excel spreadsheet format, or they can be downloaded one by one for a specific project.

Web Services

One of the most daunting and expensive parts of working with a third party system is integration. Pruvan addresses this by providing three web service endpoints into the system. The endpoints consist of user validation, getting work orders into Pruvan and getting photo and survey results back. That is it. After a customer has implemented these three web services per Pruvan's specification they can enable very feature-rich business processes such as real-time updates to Pruvan using the Pruvan Push API and status updates back to the system of record. To assist our partners, Pruvan provides a test harness that will exercise your web service end points and examine the payload to ensure your web service meets every requirement.

Pruvan Onboarding Program

The superior technology is only one piece of the puzzle. Once the integration is built, it must be validated and rolled out. End users must be notified, trained and supported in an ongoing fashion to ensure that your mobile initiative is successful. All of this change must be managed in a coordinated manner to



ensure that the business continues to run smoothly. The Pruvan Onboarding Program consists of a tested methodology and a team of experts dedicated to your success. Pruvan will assist your organization in developing and testing your integration, scheduling webinar and training classes for your end users, help your team develop mobile best practices with our business analysts and even coordinate a co-marketing campaign to get the word out to your vendor base. All of these activities will be done as part of an overall plan that has been tailored to your organization.

Summary

There is little doubt that mobile applications running on modern smart phone hardware bring a unique value proposition to the field servicing industry. Embracing this fact by adopting a best practices mobile strategy will reduce costs and increase accuracy and flexibility for your organization. Pruvan provides the most advanced mobile solution in the industry, making it possible for organizations of any size to adopt and build a very tightly integrated mobile solution. Pruvan Direct, Pruvan web services and the Pruvan Onboarding Program offers unparalleled functionality, flexibility and integration at the lowest cost in the industry.