

GasNatural select IBM and isMobile to deliver real-time mobile work force solution for field forces in Spain

Stockholm, April 14th, 2005 – IBM Global Services announces teaming with isMobile to deliver an integrated end to end mobile field force automation solution to the Spanish Utility company gasNatural S.A. The joint solution is based on isMobile Blå's Coordinator application together with middleware and services from IBM, which is acting as the systems integrator for the project. The resulting solution increases field force productivity and service delivery levels through real time wireless communications associated with powerful and scalable mobile workforce (job allocation, scheduling and optimization) capabilities.

As one of the largest utility companies in South Region Europe, gasNatural is spearheading business process innovation by implementing an advanced mobile field force automation solution – for the benefit of its employees, partners and customers. The project is currently rolling out and in the first phase of the project close to 1,000 engineers will use the solution to handle emergency and preventive maintenance work orders coming from Siebel and SAP host systems. The coming phases will rollout the solution among the thousands of workers active with gasNatural.

IBM Business Consulting Services is leading the engagement together with the highly professional gasNatural team, delivering the Blå Coordinator application on IBM's WebSphere middleware products including WebSphere Everyplace Connection Manager, WebSphere Everyplace Access, WebSphere Portal Server and WebSphere Application Server.

Deploying the most recent release of IBM WEA (WebSphere Everyplace Access), the solution now supports the majority of the handheld operating systems worldwide - supporting Palm OS, Linux, Symbian, RIM and Pocket PC platforms. Together, these handheld operating systems make up at least 90% of the worldwide market.

"The solution provided by IBM and isMobile has proven to be a powerful tool for gasNatural, the solution so far delivered fits our expectations." said Jose Maria Boixeda de Miguel, Director of New Systems, Technology and Communication, gasNatural. "The scheduling capacity and the optimization delivered by the solution is among the best we have seen - Our Key Performance Indicators are fulfilled."

The isMobile Blå Coordinator solution integrates extremely well into existing ERP and CRM systems such as SAP, IFS and Siebel. By integrating these host applications to the IBM-isMobile solution, the return on investments made in these businesses critical applications are increased. The solution extends access to enterprise critical information out to the field in a secure and efficient way. Using a device or a laptop, with the new version of WebSphere Everyplace Connection Manager, (WECM) mobile employees can move from location to location enjoying secure, high speed access to information when roaming across Wi-Fi, cellular, GPRS, CDMA, and WLAN hot spots, without interrupting web connections or losing an existing session. Blå Coordinator also brings real-time dynamic rescheduling and reprioritization alive to an enterprise sharpening up the competitiveness and strength in the field service area.

The IBM and isMobile relationship is a direct response to the continuing demand for scalable and cost effective Field Force Automation (FFA) solutions that enable the customers to manage their field force even more efficiently and effectively including real time mobile and service optimization capabilities and represents a powerful addition to IBM's suite of FFA offerings.

"Teaming up with isMobile further enhances IBM's-delivery capacity of an end-to-end workforce mobility solution including optimization of resources." said Guido Bartels, IBM General Manager,

Global Energy & Utilities Industry "By offering the isMobile Blå Coordinator solution, IBM further strengthens its portfolio of high value offerings to customers within service intense industries, such as Energies & Utilities.

The IBM - isMobile solution has a very attractive payback potential to customers, as it can be used not only to manage the intra-company personnel but also including sub-contracted personnel. The opportunity to optimize job scheduling through a fragmented matrix of sub-contracted workforces is strategically important in industries such as Telco and Utilities companies, which typically may have up to several hundred sub-contractors working within their field force. This level of organizational transparency and modeling was not possible until now and is one of the primary benefits of the Blå Coordinator application.

"Working with IBM is a very important step in the global strategy for isMobile. Now the delivery capacity of our joint best of breed solution becomes accessible to a World Wide growing FFA market." Said Mats Pettersson, CEO isMobile. "The joint solution is great for customers and will give them a leading edge FFA solution with the global strength of IBM."

About IBM Global Services

IBM Global Services is the world's largest information technology services and consulting provider. Some 180,000 professionals in more than 160 countries help clients integrate information technology with business value -- from the business transformation and industry expertise of IBM Business Consulting Services to hosting, infrastructure, technology design and training services. Leveraging IBM's unequalled scope and scale, IBM Global Services delivers integrated, flexible and resilient processes -- across companies and through business partners -- that enable clients to save money and transform their businesses to be more competitive. For more information, visit www.ibm.com/services.

ABOUT isMobile

With headquarter in Stockholm and Luleå, Sweden, isMobile was founded in May 2000 to focus on developing and selling advanced, service optimization applications within the Field Force Automation (FFA) area. isMobile have successfully sold and implemented real-time FFA solutions in several large organizations and companies. isMobile is one of the first companies that has brought together on-demand service chain management, advanced optimization and mobile technologies into a highly scalable "best of breed" mobile field force solution. The IBM/isMobile alliance is delivering a proven end-to-end FFA solution that addresses the real-time dynamics of workforce management and service optimization. It efficiently supports the business processes typically associated with workforce management and service optimization. The solution has provided new levels of return on investment for our customers. The joint offering is a high value proposition is unique, compelling and is available today.

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