

# PowWow Mobile SmartUX™ + IT Service Management

Empower your employees with mobility



A mobile app built using the PowWow Mobile SmartUX development framework provides off-the-shelf mobile access to IT Service Management (ITSM) apps such as Cherwell and ServiceNow and makes it easy to customize the experience and integrate with other corporate applications as well. It's the easiest, fastest, and most robust solution for providing employees fast, secure access to ITSM apps anytime, anywhere.

## Why a mobile app powered by PowWow Mobile?

The PowWow Mobile SmartUX integration with ITSM apps works out of the box. But SmartUX is a full featured, low code mobile development environment designed to quickly customize existing applications or even build applications from scratch. Our cross platform, drag-and-drop approach allows you complete control of the application, including all workflows, fields and business rules. And beyond just ITSM, you can connect to any system or data source and run on any platform.

## Here are some reasons to choose PowWow Mobile SmartUX:



### **SmartUX provides a true native mobile experience.**

Accessing Web applications in a mobile browser can look like a mobile app, but it's not. True mobile applications take advantage of the full functionality of the device to create the mobile experience users expect. PowWow Mobile SmartUX opens up the full set of native features of the device. Apps created with PowWow Mobile SmartUX can access GPS location information. They can activate the camera to capture and incorporate photos or scan bar and QR codes. They can integrate Google Maps, create a local data store, send push notifications and take advantage of the biometric authentication capability of the device. They can even initiate a voice call or even convert speech to text.



### **SmartUX allows you to customize your apps.**

PowWow Mobile SmartUX ships with out-of-the box support for ITSM use cases like service requests, knowledge base access, service fulfillment, and approval. But every enterprise has its own requirements. That's where the SmartUX low-code experience really shines. Starting with one of the out-of-the box apps, you have full access to the ITSM functionality in a drag-and-drop studio. Add new fields, apply custom business rules, or add entirely new screens and workflows, all within a simple, extensible low-code environment.



### SmartUX lets you create mashup apps.

Mobile access to a single application is convenient. But enabling a mobile app to access, consolidate data from, and interact with multiple applications is powerful. Imagine offering managers a consolidated approval app that consolidates procurement requests, expense reports, leave requests, timecards, and other approval actions from Cherwell—and Salesforce, and Expensify, and Oracle apps—and allows him or her to act on them in a single app.



### SmartUX can be installed on premises or in the cloud and can access apps and data sources running anywhere.

Align mobile apps with your corporate computing strategy. Seamlessly connect to any data center or cloud-based application or data source.



### SmartUX lets you access any application or data source.

Enterprise applications often implement business logic and work flows which cannot be triggered or accessed thru an API. To assure you can access the full functionality of an application, SmartUX goes beyond REST APIs to provide full access to an application, even if it only has Web or green screen access.



### SmartUX is secure.

It provides robust end-to-end security using SSL to communicate over the network and secured storage to store sensitive data on the mobile device. And it integrates fully with enterprise mobility management vendors like AirWatch and Microsoft Intune.

## SmartUX + ITSM apps: How it works

SmartUX Studio is a low-code environment for creating modern native apps. SmartUX Studio ships with fully functional template apps pre-integrated with ITSM apps. These templates include capabilities like biometric authentication, camera, direct dial phone call to support, push notification, and many more. But we recognize that each ITSM implementation is different. So while you start with the template app, you can easily customize it to match your workflows, color themes, corporate design standards, etc.

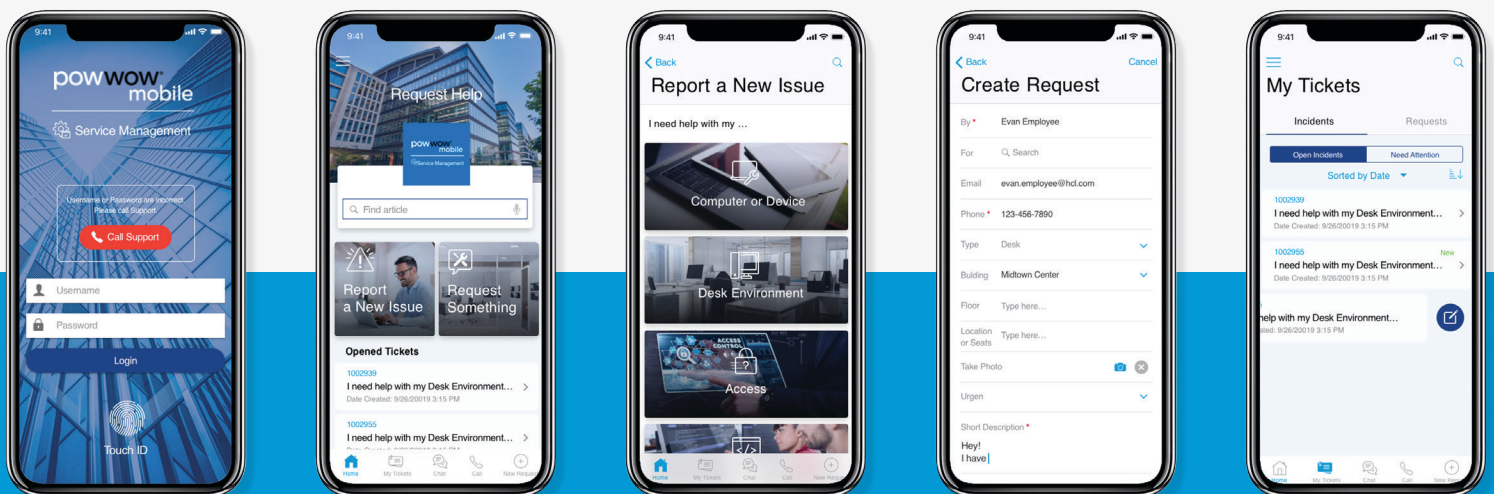


Figure 1: Out-of-the box template apps

The SmartUX Connect layer is a visual drag and drop integration platform that allows you to create workflows across multiple data sources including Web applications, APIs, databases, native Windows applications, and mainframe “green screen” applications. SmartUX Connect has been integrated with ITSM APIs, which supports many standard use cases and allows for easy customization.

Finally, the patented SmartUX Web Explorer technology interacts with Web pages as if a human being were doing it. Doing so, it creates a set of APIs, which are consumed by the mobile app thru SmartUX Connect (Figure 2) like any other API. SmartUX Web Explorer bridges the gap to work with customizations of ITSM apps not supported by the APIs as well as create mash up applications with other systems.

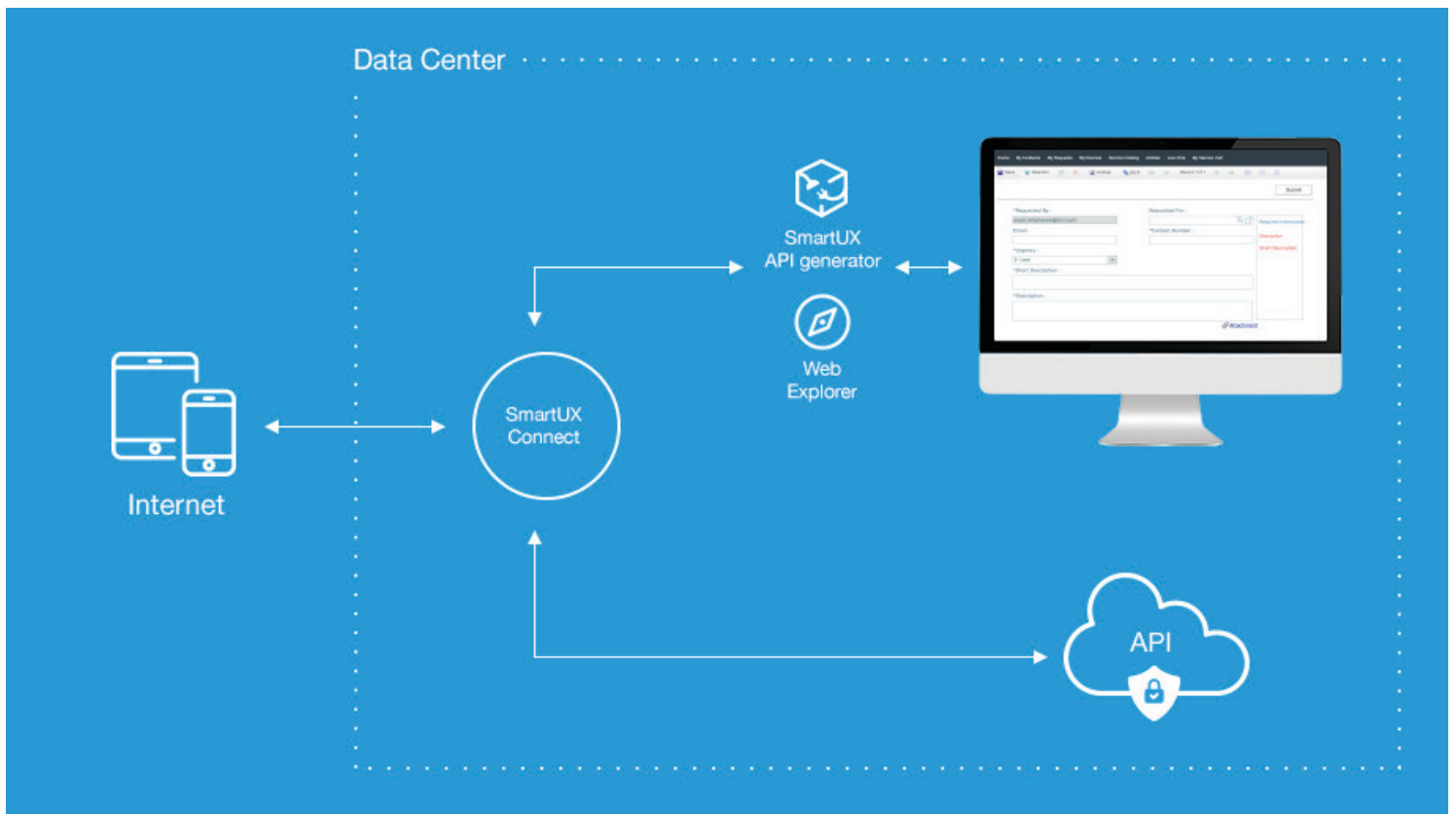


Figure 2: SmartUX interaction with ITSM apps

## Learn more

Learn how PowWow Mobile SmartUX empowers your employees with mobile access to IT Service Management apps while helping you modernize and simplify legacy applications.

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