

# IBM MobileFirst *for* iOS

## IBM MobileFirst for iOS Apps

*Blue indicates new apps released December 2015*



### AGING

#### Aging at Home Suite\*

- **Elder at Home** uses a specially designed, simple interface to connect elders with support staff, loved ones, local community services and other providers, including local merchants or social services, to foster greater independence and a deeper sense of security. Supported device: iPad
- **Elder Advocate** uses built-in features, including Notifications, Alerts, Shared Family Photo Album and FaceTime, to enhance interactions and keep family and loved ones aware of a senior's daily activities. Supported device: iPad
- **Elder Support** enables a multi-dimensional service relationship between elder clients living alone and service provider staff that goes beyond the simple "check-in" or crisis response. Remote communications, real-time alerts, and document management tools enable elder service providers to proactively interact and provide a higher level of support to those under their care. Elder support serves as the management and communication console for remote and in-person oversight of service needs of an assigned group of seniors -- through Elder at Home -- and their loved ones -- through Elder Advocate. Supported device: iPad



### ALL EMPLOYEES

#### Business Travel Suite

- **Travel Plan** enables business travelers to plan their business trips in a simple and intuitive manner, based on personal preferences and organizational policies. Supported devices: iPhone
- **Travel Track** keeps business travelers informed, individually and as a group, in each stage of their business trips to make decisions, take actions and share experiences. Supported devices: iPhone
- **Travel Track on Apple Watch**

#### Collaborate and Communicate Suite

- **Workshop** enhances the interactive meeting experience through real-time alerts, messages and push notifications throughout the workshop process, allowing attendees to access immediate updates and messages for a transformed multi-tasking experience. Supported device: iPhone
- **Workshop on Apple Watch**

#### Operational Efficiency Suite

- **Shift Sync** enables employees to dynamically view and manage work schedules, request time off, switch shifts or submit sick time directly from their iPhone. Supported devices: iPhone, iPhone 6+
- **Shift Sync on Apple Watch**
- **Shift Track** empowers shift managers to optimize shift performance and training requirements while dynamically responding to employee requests for time off and unplanned sick time. Supported device: iPad

#### Sales & Service Suite

- **Expert Seller** equips sellers with tools to keep pace with the latest product and service information. Sellers are empowered to learn more about products and services in less time so they can spend more time effectively engaging with buyers and progressing sales discussions. Supported device: iPad
- **Sales Meeting** is a powerful intelligent mobile sales meeting assistant that provides easy and instant access to historical meet and customer analytics and insights to improve the meeting

planning process. The app offers instant access to recommended offerings, sales collateral, and market data for more effective sales meetings. Supported device: iPad

- **Sales Proposal** puts the power of product configurations and complex product catalogues at the fingertips of the sales professional, allowing the seller to access the most up-to-date information to create an interactive, personalized customer experience. Supported device: iPad



## AUTO

### Dealership Sales Professional Suite

- **Auto Select** accelerates the process of purchasing a new car and provides a better customer experience by giving the salesperson access to information that enables them to select a vehicle that matches the customer needs, quickly locate the vehicle, easily host a test drive and follow up with the customer. Supported device: iPad



## BANKING AND FINANCIAL MARKETS

### Wealth Advisor Suite

- **Advisor Alerts** uses analytics to help financial professionals prioritize client-related tasks awhile on-the-go, empowering them to make well-informed, timely decisions. Backed by customized analytics, the app tells the advisor what's most important via a personalized dashboard that displays recommended next steps, portfolio-impacting alerts, and provides a communications platform to quickly delegate tasks to teams back in the office. Supported devices: iPhone 6, iPad
- **Trusted Advice** allows advisors to access and manage client portfolios, gain insight from powerful predictive analytics—in the client's kitchen or at the local coffee shop, rather than the advisor's office—with full ability to test recommendations with sophisticated modeling tools all the way to complete, secure transactions. Supported device: iPad
- **Discover Needs** gives wealth advisors seamless and secure access to all necessary information, including meeting schedules and customer profiles, portfolios and goals, so they can maximize the time their time in the field with customers. Supported device: iPad

### Banker Suite

- **Advise & Grow** puts bankers on premise with their small business clients, with secure authorization to access client profiles and competitive analyses, gather analytics-driven insights to make personalized recommendations, and complete secure transactions. Supported device: iPad

### Mortgage Officer Suite

- **Loan Advise** equips mortgage officers with conversational guides to drive client discussions, suggest compelling product offers, and instantly initiate the client's loan application. Supported devices: iPad
- **Loan Track** enables mortgage officers to more effectively manage loan applications and streamline application process for faster approvals via task delegation and data collection. Supported devices: iPhone
- **Loan Track on Apple Watch**

### Retail Banker Suite

- **Open Account** simplifies the process for opening a bank account, reducing the time it takes for bank employees to assist customers. Supported device: iPad

### Multi-Suite

- **Message Banking and Financial Markets** allows Bankers, Analysts, Advisors and other employees to collaborate freely. Faster approval time and greater transparency within a customer transaction and information improves the customer experience while ensuring information

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remains protected and communications are compliant with industry regulatory mandates.  
Supported devices: iPhone, iPad



## CHEMICAL AND PETROLEUM

### Inspector Suite

- **Safety Inspect** uses analytics functionalities to simplify the safety and compliance audit process, allowing for automated scheduling and conduction of audits and related processes, as well as enabling users to grow their knowledge within the safety management procedures system. Supported devices: iPhone, iPad

### Maintenance Technician Suite

- **Guided Repair** empowers maintenance technicians with predictive analytics, historical information as well as access to off-site help to interactively diagnose complex problems at the maintenance site. Supported device: iPad
- **Managed Repair** uses oil and gas asset maintenance analytics to provide diagnostic paths, empowering maintenance managers to interactively coordinate technician tasks for efficient completion of asset maintenance work orders at a facility. Supported device: iPad
- **Managed Repair on Apple Watch**



## CONSUMER PRODUCTS

### Field Maintenance & Service Technician

- **Field QA** allows field technicians to quickly and efficiently perform preventative checks and discuss immediate results with the customer right from the app. Supported device: iPad
- **Find & Fix** empowers field technicians with new analytics-driven insights to diagnose problems and resolve customer equipment issues faster, improving their daily productivity and increasing customer satisfaction. Supported devices: iPhone, iPad
- **Find & Fix on Apple Watch**
- **Parts Expert** provides real-time visibility into available equipment parts, allowing field technicians to diagnose problems faster and locate the right parts required to efficiently complete the job and get a customer's equipment up and running quicker. Supported devices: iPhone, iPad
- **Parts Expert on Apple Watch**

### Field Sales Professional

- **Stock & Price** leverages IBM's city analytics solution to deliver micro-targeted product recommendations for vending machines, including product re-stock and new pricing recommendations, empowering merchandisers to optimize product mix and pricing for a specific machine. Supported device: iPhone



## ELECTRONICS

### Field Service Professional Suite

- **Expert Resolve** empowers field service professionals with analytics driven diagnostic capabilities, interactive access to second line support experts and additional technical support documents to improve consistency of field service outcomes and resolve on the spot. Supported device: iPad
- **Fast Fix** puts powerful analytical guidance in the hands of field engineers, enabling them to resolve home appliance issues faster while improving customer satisfaction. Supported device: iPad
- **Parts & Tools** provides full visibility on up-to-date inventory levels of spare parts, consumables and accessories, from the distribution center to local storage and trucks, allowing field engineers to finish the job quicker and more efficiently. Supported device: iPad

### Supply Chain Professional

- **Expert Factory** offers real-time insights into equipment state and alarms, empowering production operators to increase the throughput, equipment efficiency and quality of a production line in manufacturing plants. Supported device: iPad
- **Factory Alert** provides real-time awareness of critical production issues, enabling production engineers to immediately communicate to all parties in the supply chain and on the factory floor to ensure timely and efficient resolution of issues. Supported device: iPhone



## ENERGY & UTILITIES

### Field Tech Suite

- **Asset Inspect** allows field inspectors to efficiently and safely perform asset inspection and maintenance with improved asset data capture. Supported device: iPad
- **Field Connect** empowers workers to complete their job with new tools and real-time information they need on the go while improving their ability to be productive, collaborative and safe by providing consistent situational awareness. Supported device: iPhone
- **Field Connect on Apple Watch**

### Maintenance Engineer Suite

- **Asset Care** empowers heavy equipment maintenance engineers to complete their job in the field, ensuring they will always have the right support equipment and machinery to complete their maintenance work. The app uses analytics for a broad array of functionalities to ensure work is completed efficiently and correctly. Supported device: iPad

### Storm Response Suite

- **Storm Connect** enables storm response teams to access the latest information, including social media feeds and collaboration with colleagues, so they can more effectively investigate storm damage and quickly share safety information with customers and colleagues. Supported device: iPhone



## GOVERNMENT

### Case Worker Suite

- **Case Advice** addresses the issue of workload and support among caseworkers who are making critical decisions, one family or situation at a time, on the go. The solution adjusts case priorities based on real-time analytics-driven insights, and assesses risk based on predictive analysis. Supported device: iPad

### Inspector Suite

- **Field Inspect** enables Inspectors to complete field inspections faster and with greater detection rates with access to historic inspection results, contextual process guidance, and ability to capture and share data for future reference directly from inspection sites. Supported device: iPad

### Police Officer Suite

- **Incident Aware** converts an iPhone into a vital crime prevention asset, presenting law enforcement officers with real-time access to maps and video-feeds of incident locations; information about victim status, escalation risk, and crime history; and improved ability to call for back-up and supporting services. Supported device: iPhone
- **Incident Aware on Apple Watch**



## HEALTHCARE

### Hospital Suite

- **Hospital MD** provides physicians with access to more comprehensive patient data, effective task management tools and the ability to share and communicate with the care team to improve patient outcomes and reduce care costs. Supported device: iPhone
- **Hospital MD on Apple Watch**
- **Hospital Lead** enables charge nurses and care managers to view at-a-glance displays of activity across the entire nursing unit, so they can prioritize unit activities based on real-time information to facilitate on-time discharges and improve patient experience. Supported device: iPad
- **Hospital RN** facilitates more effective and efficient care delivery by allowing nurses to immediately tap into key information from integrated systems of record, prioritize tasks, and have continuous access to critical patient information while staying connected to colleagues and care workers. Supported device: iPhone
- **Hospital RN on Apple Watch**
- **Hospital Tech** assists nursing technicians in prioritizing their patient tasks by allowing them to view and act on dynamically updated patient information. Prioritized tasks based on real-time information will be available at their fingertips and allow techs to coordinate activities more effectively. Supported device: iPhone
- **Hospital Tech on Apple Watch**

### Home Care Suite

- **Home RN** empowers home-based nurses with better tools to manage case loads and provide patient-centered care to help prevent costly readmissions and visits while also providing tools to share critical information back with other care providers and specialists. Supported device: iPhone
- **Home RN on Apple Watch**

### Health Plan Worker Suite

- **Case Manager** puts key reference materials and real-time, accurate information at the fingertips of hospital case managers, enabling them to provide better care and maximize the time spent with patients. Supported device: iPad

### Multi-Suite

- **Message for Healthcare** enables members of the care team to exchange sensitive patient information at point of contact when it matters without compromising patient privacy, improving speed and quality of patient care. Supported devices: iPhone, iPad
- **Message for Healthcare on Apple Watch**



## INDUSTRIAL PRODUCTS

### Foreman Suite

- **Rapid Handover** empowers foremen to record essential activities alongside analytics for key decision-making, resulting in a more informative and productive shift transition for everyone. Supported device: iPad
- **Safe Site** gives production workers the ability to document and share information about unsafe conditions to accelerate resolution of reported incidents and reduce the number of unplanned events leading to health, safety, and operational failures. Supported devices: iPhone
- **Safe Site on Apple Watch**
- **Message for Industrial Products** enables field workers and supervisors to collaborate freely and securely share sensitive information, including the sending and receiving of text messages, photos and voice memos, along with notifications and alerts designed to increase worker safety and improve efficiency in the field. Supported device: iPhone, Pad

### Construction Manager

- **Material Inspect** provides analytics driven insights so inspectors are equipped with critical information to more effectively and accurately prepare and conduct the inspections of construction materials and service. Supported device: iPad



## INSURANCE

### Agent & Advisor Suite

- **Retention** empowers agents with access to customers' profiles and history, including an analytics-driven retention risk score as well as smart alerts, reminders, and recommendations on next best steps and facilitation of key transactions like collection of e-signatures and premiums. Supported device: iPhone, iPad
- **Quote & Bind** uses analytics, including historical data and predictive modeling to recommend the right products and coverage, for a faster and easier way to reach out and enroll new client, offering a complete end-to-end quote and bind process. The app reduces the sales time and paperwork while increasing productivity and providing a more engaging client experience. Supported device: iPad

### Underwriter Suite

- **Risk Inspect** simplifies, speeds up, and improves the quality of the risk inspection and documentation process within commercial research. Supported device: iPad

### Case Adjuster Suite

- **Claims Adjust** provides the ability to manage, document, and follow up anytime, anywhere, enabling claims adjusters to make on-the-spot decisions and handle more claims efficiently while in the field. Supported device: iPad
- **Claims Adjust on Apple Watch**

### Multi-Suite

- **Message for Insurance** improves the customer experience by empowering agents and employees to securely exchange sensitive client information on an encrypted, industry-compliant messaging platform for faster issue resolution and greater transparency within a customer transaction. Supported devices: iPhone, iPad





## RETAIL

### Merchant Suite

- **Dynamic Buy** retailers gain real-time perspective and data-driven recommendations on how products are performing and seasonal recommendations, for example, helping retailers realize better return on investments. Supported device: iPad
- **Order Commit** gives merchants real-time views on product data, vendor performance, and integration with systems of record to ensure order commitments align to the merchandise strategy and streamline the buying process whether they are on a buying trip or field visiting stores. Supported device: iPad

### Store Associate Suite

- **Design at Home** transforms home consultation by capturing the layout of the room, enabling the user to easily drag and drop items into a virtual room via touch and Apple Pencil and making the consultation process quick and simple. Supported device: iPad Pro
- **Express Assist** acts as a self-serve kiosk, providing customers a place to view or purchase different product options or request on-demand assistance from a sales associate to help with product needs. The app delivers real-time visibility to inventory, recommendations and options for receiving items delivered on demand to a customer's location in store. Supported device: iPad
- **Express Pay** enables sales associates to expedite the checkout process for shoppers at point of service without being constrained by physical proximity of traditional POS systems so they can efficiently serve the consumer anywhere in the store throughout the entire purchase process. Supported device: iPhone, iPad
- **Pick & Pack** combines proximity-based technology with back-end inventory systems for transformed order fulfillment. Supported device: iPhone
- **Sales Assist** enables associates to connect with customer profiles, make suggestions based on previous purchases and current selections, check inventory, locate items in-store, and ship out-of-store items. Supported device: iPad
- **Sales Consult** gives sales associates access to real-time information about consumers' past projects, past interactions and profiles to improve the retail experience for customers making complex or project based purchases, including furniture, home theater, bathroom and kitchen projects. Sales Consult allows customers to virtually view items from an extended catalogue and receive instant access to additional style and color suggestions to help guide their decisions prior to purchase. Supported device: iPad
- **Sales Consult on Apple Watch**



## TELECOMMUNICATIONS

### Field Tech Suite

- **Expert Tech** taps into native iOS capabilities including FaceTime® for easy access to expertise and location services for route optimization to deliver superior on-site service, more effective issue resolution and productivity as well as improved customer satisfaction. Supported device: iPad
- **Offer & Sell** allows technicians to better serve customers by giving them mobile access to analytics driven recommendations so they can recommend additional products or services and professionally present eligible offers to customers. Supported device: iPad

### Enterprise Field Service Suite

- **Business Tech** gives field technicians access to enhance information on work performed, prior service history and integrated access to network based testing tools, improving their capabilities to manage service events and support adherence to Service Level Agreements on enterprise contracts. Supported device: iPad
- **Network Tech** provides field technicians relevant site and service history information as well as access to relevant data that allows them to better manage their work to maintain and service a telecommunications company's network infrastructure. Supported device: iPad

- **Network Check** enables field technicians to connect and test service performance of communication lines. The app is be used in conjunction with Business Tech, Network Tech or Expert Tech, allowing the technician to multi-task using split-screen viewing with a second app. Supported device: iPad



## TRAVEL & TRANSPORTATION

### Flight Attendant Suite

- **Ancillary Sale** allows the flight crew to sell food, beverage and merchandise in-flight using predictive analytics to offer passengers personalized recommendations. Supported device: iPhone
- **Passenger+** empowers flight crews to offer an unmatched level of personalized services to passengers in-flight—including special offers, re-booking, and baggage information. Supported device: iPad

### Customer Service Agent Suite

- **Passenger Care** travelers need assistance on the go, yet customer service agents remain tethered to their counters, leading to long lines and unresolved passenger issues. Passenger Care empowers customer service agents to address traveler needs from anywhere -- offering passengers a smoother, more personalized experience while speeding check-in and easing airport congestion. Supported device: iPad
- **Rapid Board** allows customer service agents to expedite the passenger boarding process by scanning all boarding pass formats from anywhere in the airport, improving on-time flight departures and passenger satisfaction. Supported device: iPhone
- **Manage Gates** puts data in the hands of customer service agents to plan and monitor the flight and boarding process as well as quickly react to gate changes and other incidents to ensure safe and on-time departure of flights. Supported device: iPad
- **Manage Gates on Apple Watch**

### Pilot Suite

- **Plan Flight** addresses the major expense of all airlines—fuel—permitting pilots to view flight schedules, flight plans, and crew manifests ahead of time, report issues in-flight to ground crews, and make more informed decisions about discretionary fuel. Supported device: iPad
- **Flight Roster** provides pilots with a single view of al roster-related information, relevant documents and qualification requirements, allowing pilots to better prepare and plan flight missions. Supported device: iPad
- **Fly Now** serves as a single point of information and action, providing pilots with easy access to pre-flight data and notifications so he or she can thoroughly prioritize, plan and communicate with the crew ahead of a flight. Supported device: iPad

### Train Attendant Suite

- **Today's Train** shows the status of the train, connection and track when the information is needed most. The app eliminates manual processes that require numerous paper forms and simplifies the rail system management process for improved on-time train connections, departures and passenger satisfaction. Supported device: iPhone
- **Train Tickets** provides passenger reservation information and notifies of delays and schedule changes in real-time, expediting the ticketing and boarding process, improving on-time train departures and enabling more attention to customer service. Supported device: iPhone
- **Traveler Care** details passenger history, reservations, travel behavior and preference. Railways can easily log a traveler's preferences and requests in real-time, allowing train attendants to quickly address customer's needs. Supported device: iPhone

### Hospitality Property Manager

- **Manage Hotel** equips general hotel managers with real-time, operational and actionable insights as well as communication tools to better monitor daily hotel operations and improve hotel productivity, guest experience and employee satisfaction. Supported device: iPhone



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- **Manage Hotel on Apple Watch**

Line Maintenance Suite

- **Assign Tech** gives aircraft mechanics supervisors real-time access to a consolidated view of mission critical information to improve communication and work order resolution in order to achieve on-time arrival and departure goals. Supported device: iPad
- **Inspect & Turn** empowers aircraft mechanics with real-time access to a consolidated set of work order assignments and analytics-driven recommendations so they can plan, prioritize and quickly resolve work orders to ensure safe upkeep of aircraft and achieve on-time arrival and departure targets. Supported device: iPhone
- **Inspect & Turn on Apple Watch**

*\*Not being marketed or sold in Japan*

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