



FOR IMMEDIATE RELEASE

Dexterra Concert Mobility Platform Enables Field Service Application for Verizon Partner Solutions

Versatile Solution Uses Portable, Cost-Effective Smartphones to Mobilize Complex Business Processes

Bothell, WA – August 19, 2008 – Dexterra Inc., a leading provider of software to automate and manage a mobile workforce, announced today that it has collaborated with Verizon Partner Solutions (VPS) to support its implementation of a [field service application](#) using the Dexterra Concert mobility platform. The new VPS mobile field service solution is deployed on five-ounce smartphones and provides 2,250 service technicians and managers with immediate access to work orders, network information, testing, project close-out and time-reporting applications, enhancing their [mobility](#), productivity and job satisfaction.

Verizon Partner Solutions is a wholesale provider of networks and network services to wireless, Internet, cable and telephone companies based in the United States. The unit's field technicians use automated electronic systems and software applications to manage their daily service workflow, which includes providing installation, maintenance and repair services for customers.

Previously Verizon's field personnel carried 8-pound laptops that constantly had to be rebooted as they moved from job site to job site. Increasing the mobility of their field service technicians by reducing their gear weight was a key driver behind Verizon's new smartphone application. The challenge was providing the required applications and the associated workflow on a smaller, more cost-effective form factor that could still deliver all the business functionality field technicians need.

Faced with an aggressive deployment schedule, Verizon decided to develop their [field service solution](#) using the Dexterra Concert [mobility platform](#). Dexterra Concert enabled Verizon to quickly create a versatile mobile application without writing low-level data transport code. The platform's tightly integrated independent developer environment (IDE) tools and pre-built integration adapters further accelerated the application development process.

In addition, the Dexterra Concert platform supports multiple mobile devices, giving Verizon the freedom to deploy their field service application on a wide range of PDAs, mobile phones and smartphones, including RIM BlackBerry and Microsoft Windows Mobile devices. These mobile handhelds can be swapped out at any time, making Verizon's solution future-proof.

To manage their distributed workforce of smartphone-equipped field technicians, Verizon uses the system administration toolkit included with the Dexterra Concert platform. The ability to manage [mobile workers](#) remotely will be increasingly important as Verizon continues to expand the rollout of their new field service application.

"Mobilizing complex field practices and then deploying them on a small form factor like a smartphone is not an easy thing to do," noted Dexterra Chief Technology Officer Suhas Uliyar, who participated in several development team meetings. "But by leveraging Dexterra's mobility platform, development tools and expertise, Verizon was able to streamline their development efforts and quickly introduce a cost-effective smartphone application that significantly increases the mobility and productivity of their field service personnel."



About Dexterra

The business mobility company™. Dexterra provides a broad portfolio of mobile applications built on its open mobility platform, Dexterra Concert™, that enables businesses worldwide to manage and optimize their mobile workforces. Dexterra supports the largest selection of mobile devices and integrates with the widest range of enterprise back-office systems in use today. Dexterra's end-to-end solutions help companies large and small experience rapid deployments, greater returns, higher customer and user satisfaction, and a longer lifespan over any other competing solution.

Dexterra has operations in the Americas, Europe, Middle East and Asia Pacific and a vast network of global partners including Accenture, AT&T, IBM, Motorola, RIM, Telstra and Vodafone. For more information, visit www.dexterra.com.

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MEDIA CONTACTS

North America & Global

Sophie Vu
Dexterra Inc.
+1 650 249 5909
svu@dexterra.com

Pam Ferguson
Candelori Communications, Inc.
+1 408 358 7225
pam@candelori.com

EMEA

Rik Salmon / Tom Kirkham
Johnson King
+44 207 401 7968
dexterrateam@johnsonking.co.uk