

Award-Winning Enterprise Mobility Platform, Meerue™

# Seoul Metro Mobile Office

## Key Messages

- Meerue™ was selected for building mobile solutions for 10,000 workforce for one of the largest Metro systems in the world.
- Project is to replace ill-architected short-lived 2-year-old 16 mobile applications with a sustainable mobility platform.
- 16 mobile apps include secure e-mail client, electronic approval process, groupware, and Enterprise Resource Planning (ERP), all connected to heterogeneous data sources such as Domino, SAP, Oracle, MS SQL, and a few proprietary systems.
- With Meerue™, the delivery time was reduced at least 30% and overall risks of delivery execution were eliminated.
- Meerue's scalability, extendibility and maintainability provided the Metro system with a sustainable mobility strategy.
- All 16 solutions went live ahead of schedule, which is a remarkable achievement, especially considering the complexity, the number of apps and supported devices, and the stringent project timeline, i.e. 7 months.

## Background

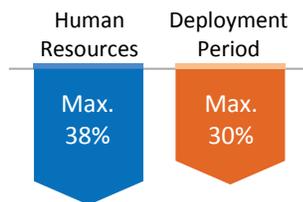
For the Metro agency, 85% of its employees are field workers. Therefore, maximum productivity and efficiency, accurate data processing and quick communication between office and field workers are mission critical. For this purpose, the Metro system adopted Mobile Office initially back in 2011 delivered by a custom development shop. This was the first and the largest project ever for a Korean government agency to build major information systems for all employees in a mobile environment.

“ We are proud that Meerue Platform™, which was first recognized in North America, played a major role in delivering the Mobile Office project successfully for Metro agency which has the utmost security requirements as well as expectations on performance. ”

Kaonsoft CTO, Co-founder, Daniel J. Lee

## Challenges and Pain Points

- High volume of user complaints due to inability to meet user expectations, respond to change requests, issues raised by device updates, etc.
- Unmanageable application change management caused by the nature and architecture of custom-developed mobile apps.
- Business's demand to make the use of the latest features such as push notification, camera, GPS, gyroscope and accelerometer.
- High dissatisfaction from the field, which led to a significantly low rate of usage, vicinity of 5%.



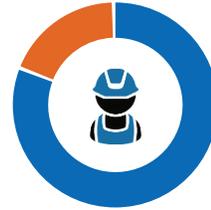
Benefits of Meerue Platform™

## Benefits

- 30% time reduction of time.
- 38% reduction in overall human resources required for planning, design and development.
- Improved customer safety and satisfaction through reducing paperwork and operation redundancy.
- Increased quality and accuracy of data processing.
- Enhanced productivity through faster app.
- Reduction in total cost of ownership (TCO) at enterprise level.

## Project Brief

Client	Seoul Metro
Development Period	November 2014 ~ May 2015 (7 months)
Solution	Meerue Platform™
No. of Devices	9,300 mobile devices (including Android OS 5.0 KitKat)
Delivery	16 mobile apps including email, groupware, ERP, etc.

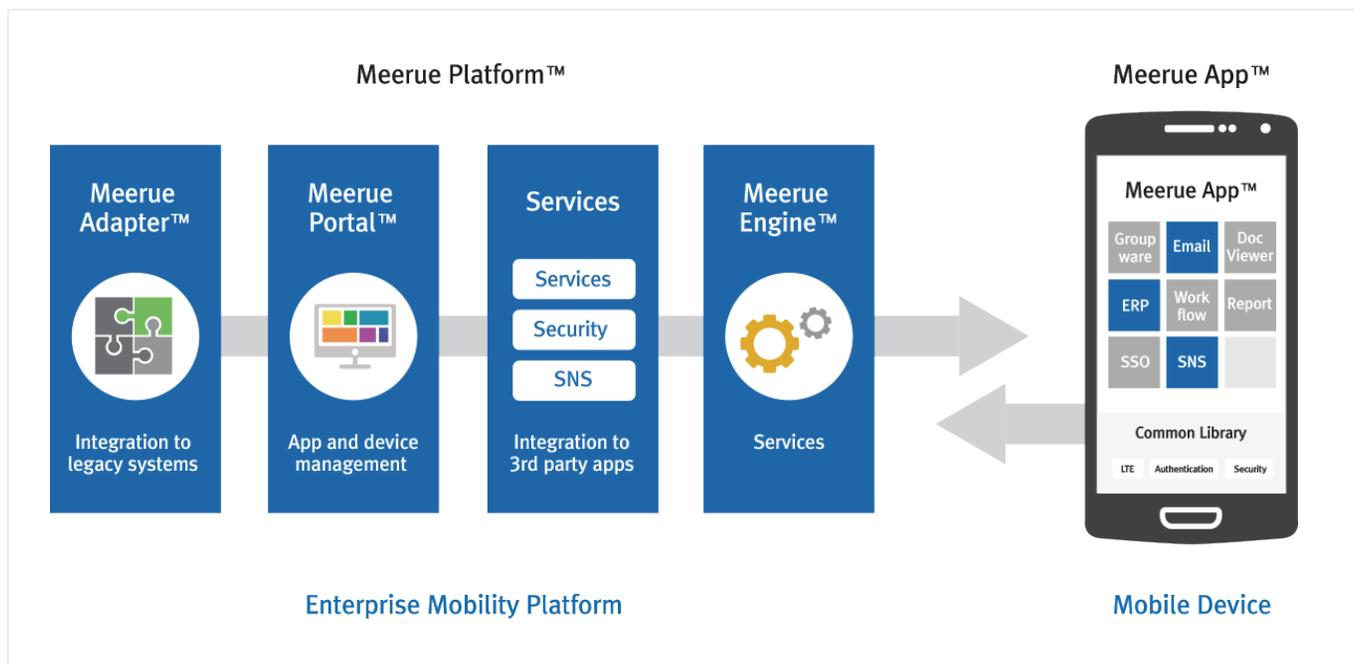


Percentage of Field Workers

**85%**

## Solutions

- Meerue Platform™ delivered new mobile application interfaces and improved the usability.
- Kaonsoft team orchestrated a temporary operation of existing apps and their services while deploying Meerue™ on the way.
- Meerue Portal™ consolidated all scattered management points of 17 apps as well as some 3<sup>rd</sup> party apps (anti-virus) into a single dashboard.
- With Meerue DocCoverter™ and Meerue Engine™, all data were securely protected.
- Using Meerue Adapters™, most of the back-end services were able to be salvaged, resulting in a great ROI.
- Meerue Portal™ provided a single point of managing applications (MAM) and messaging (Push).



## About Kaonsoft

Established in 2011, Kaonsoft is a pioneer in mobility offering MaaS (Mobilizing-as-a-Service), an innovative service model combining enterprise mobility with “as-a-service” mantra.

- Microsoft’s CEO Nadella mentioned Kaonsoft of its mobile capabilities during a keynote
- Microsoft’s Case Studies published a case study on Kaonsoft as the best practice delivering mobility in the cloud
- CIO Review picked Kaonsoft as one of “100 Most Promising Microsoft Solution Providers”
- Winner of “Best of TechEd North America 2014 Award – Breakthrough Cloud Services and Technology”

