



WIRELESS SOLUTIONS TO IMPROVE YOUR WORKFORCE PERFORMANCE: WISE-UP

The WISE-UP project will test and validate on different European markets an innovative service for ‘mobile workers’ which provides bi-directional access from mobile terminals to technical data such as datasheets, technical reports and digital maps. The service will be tested in a telecommunications maintenance environment where maintenance engineers are working at customers’ sites and need real-time access to technical information and the location of technical equipment in the field.

WISE-UP not only will channel necessary information to maintenance technicians in an efficient manner, but will also personalise the data access to the individual users, through Location Based Services. The service will be delivered on an open client-server software platform and will be characterised by the use of an easy and friendly interface developed on a mobile device.

Once refined, WISE-UP will give strength and support to several companies’ managing tasks such as: saving time, labour and communication costs, reducing the paper consumption while maintaining a high degree of field technician’s productivity and a constant and improved error control.

The WISE-UP business model is based on two sources of income: income generated by users’ fees and income generated by service providers’ fees and this reflects the two ways to deploy the services offered. The Market Validation phase will test both these different business models that will be assessed and refined for the Spanish and Italian markets.

One of the most important innovations, aimed at increasing the quality of the main services, is the deployment of an Application Service Provisioning (or **ASP**) model for service delivery within the WISE-UP framework. The ASP model will allow the provision of high-quality services to TELCOs that will have at disposal in short time a team of maintenance technicians, ready to use all the set of features and advantages of the WISE-UP platform, without a specific preliminary training phase.

In other terms, the provider will offer a high-quality/low-cost service to TELCOs that will test the functioning and/or the performance of any TELCO facility by spending less money and saving the operational time. This should encourage new innovative services to be offered in higher quality and at lower prices.

The consortium comprises a range of organisations including experts in Localisation technology, GPS and their advisors, telecommunications and network provider, wireless and mobile advisors, technological SMEs, venture capital firm, specialist in marketing and promotion, users from the chemical sector and agro-food industry, public authority and their own citizen organisations.

The partners are the following: **Innova**, SME-Italy, Coordinator and Business Partner, Monitoring and scouting the best available technologies,; **IGISA**, SME-Austria, Technical Provider, Technical development monitoring; **Telefonica Investigaciones and Desarrollo**, BE-Spain, Requirement Analyst, Development of technologies and solutions; **T-Connect**, SME-Italy, Testing and trial-activities, Wireless solution Service tester; **Tiscali Italia**, BE-Italy, Testing and trial-activities, Telephonic operator; **Invent**, SME-France, Development and financing of high-tech projects and start-ups, Dissemination partner and Business Plan and **Blattaria**, SME-Austria, Analysis of critical control points (HATTP), best practice - testing and Trial Activities.

EU Funding	€ 749.977
Duration	January 2007 – March 2008
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