

Intentia and Ricoh launch a mobile system for service technicians using Movex Mobile Enterprise Portal

Stockholm, Sweden—Intentia International AB (publ) (XSSE: INT B) has today successfully launched the first implementation of mobile applications using Movex Mobile Enterprise Portal, a platform for developing and deploying mobile applications. The system was deployed during June at Ricoh Norge, the Norwegian subsidiary of Ricoh, Ltd., one of the world's leading office automation companies.

The solution, which uses WAP telephones as clients, comprises a mobile version of Movex Service Order Management for field-based service technicians. The technicians will have access to all relevant information for their assignments, including addresses, telephone numbers, service history and much more. Technicians can in turn update status, parts used and service performed directly in Movex. Orders for spare parts can easily be submitted to the warehouse directly through the application.

Ricoh has been using Movex for the past four years and has been a driving force in the development of a mobile solution for its service technicians.

"Implementing a mobile solution for our service technicians has a significant effect on our ability to provide our customers with better and quicker service," explains Jan Otto Söberg, IT Manager, Ricoh Norge. "By giving our service technicians direct access to all relevant information in Movex through WAP telephones, we are able to handle all service calls more effectively, as well as to save time. In the long run, this means that we can satisfy our customers' needs more quickly."

At present, Ricoh Norge employs five technicians that use the mobile WAP solution and an additional 30 of the company's 40 technicians will successively switch over to the solution from Intentia.

"WAP telephones are an excellent way to communicate with Movex as a way of sending and receiving character-based information. Movex treats the WAP telephone in the same way as any other client. This gives the technicians access to retrieving and entering data directly in Movex, which eliminates all the difficulties created by solutions that require intermediate data storage," explains Mikael Lundahl, Development Manager for Movex Mobile Enterprise Portal at Intentia R&D.

Movex Service Order Management is one of a number of applications that Intentia plans to deliver on the Movex Mobile Enterprise Portal platform. "The Ricoh project once again reflects Intentia's technology leadership and the market's demand for creative, mobile solutions. We have consistently focused on developing technology that uses Movex as the engine, instead of creating independent warehouses of data that can lead to instability when managing information," concludes Mikael Lundahl.

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About Ricoh

Ricoh is the world's ninth largest electronics company and had a turnover of USD 11.7 billion in 1999. Ricoh was founded in Japan in 1936 and has since grown to be a world leader in digital office automation. The company has more than 67,000 employees in over 320 locations throughout the world. Ricoh has consistently invested in leading-edge technology and registered as many as 5,600 patents during 1997. The company spent over USD 9 billion on research and development during 1998. Ricoh is a leading supplier of office automation equipment, such as copiers, facsimiles, duplicators, data processing systems, laser optics and cameras and has always been at the forefront of technological innovation. Visit Ricoh's Web site at www.ricoh.com

About Intentia International AB (publ).

Over the past few years, Intentia International AB has concentrated on positioning itself to meet the demands it anticipated would arise from the new e-economy era. Intentia has developed its Movex product from a traditional ERP system to a complete e-collaboration solution that can manage all the demands of the new economy. Movex offers Intentia's customers the key to success, with its applications for customer relationship management (CRM), enterprise resource planning (ERP), supply chain planning & execution (SCPE), partner relationship management (PRM), business performance management (BPM) and e-business.

Intentia is well-positioned to respond to market needs when the "e" (electronic) evolves into "c" (collaboration), working hard to satisfy customers through its organization of more than 3,800 professionals serving in excess of 3,500 customers in over 40 countries around the world. Intentia is a public company traded on the Stockholm Stock Exchange (XSSE) under the symbol INT B. Visit Intentia's Web site at www.intentia.com