The continuous evolution in communications, especially the expansion of the Internet and mobility, alongside the evolution of development platforms (Java, .Net...) and the continual miniaturization of devices (hybrid terminals with increasingly more powerful processors, limitations being overcome in both batteries and screen capacities) are resulting in big changes being made in working methods and company processes. The use of these new technologies provides the possibility of offering a better, faster and more efficient client service, reducing costs, and enabling companies to stand out from the competition.

Here we offer a made-to-measure solution for the STEN company, so that their representatives can carry out operations wherever they are, accessing to the company information servers through a PDA-Pocket PC device with a GPRS connection. We are sure it will speed up some of the current processes, with the resulting saving in time.

There are three solutions that we explore in this report: a web application, an application server and a client-server application, based on web services. The latter is developed as our final proposal, a choice based in the high efficiency in data transmission using GPRS, the chance of managing off-line situations to avoid data loss, the multiplatform compatibility (access to services through a PDA application, website or other server), scalability, multidevice compatibility and speed and user-friendliness.

We explain how we have developed and implemented both the server, with respective offer in web services, and the standalone PDA application accessing these web services. This application is a base from where it is possible to extend its operability, and enables any company representative with a hybrid terminal to search for client and work information, insert new work or perspectives about new work, to inform about daily visits to clients and about daily distances.

Furthermore, in case of no mobile cover, instead of sending the information to the server the application saves it locally, sending it later when mobile cover is detected.

The solution we provide is completely able to accomplish the STEN company’s expectations in implementing a mobility service for its sales force. It has been developed as an integral solution, from the general design in communications to the specific nature of an application integrated into the company’s information systems.

Apart from the study of the proposals and the specific study and design, development and implementation of the final one, this work starts with an analysis of the current managerial, technological and social context that helps in understanding the suitability of solutions such as the one we propose.