APPEAR
THE CONTEXT COMPANY

Appear IQ™ Context Aware Mobility Software Platform

Key Features

- device management
- file synchronization
- "over-the-air" push
- notification
- data security

Innovations

- leading edge context engine
- distributed architecture
- network-agnostic
- multi-positioning systems

New Features

- improved administration interface
- expression language for defining context rules
- multiple proxy configurations
- context support for external applications
- service bootstrap on client
- client runtime optimization

APPEAR CONTEXT ENGINE™

Mobility Transformation

Mobile workers are constantly faced with continually changing time and event-related demands for information. In order to be effective - they require fast and easy access to relevant information while on the go.

Appear IQ places the right information at the fingertips of frontline workers. Using a set of pre-determined filters – including but not limited to job responsibilities, physical location, time-of-day and device type – Appear IQ identifies the mission-critical data and available applications that have value and relevance to each mobile employee. These are proactively pushed to the user's hand-held device and are displayed in an intuitive, easy-to-use manner. This dynamic, real time adaptation of resources radically improves employee efficiency, responsiveness and overall productivity.

By simplifying and centralizing device management activities, including real-time tracking of assets, automated data synchronization and application provisioning, Appear IQ further maximizes the time employees have to devote to their jobs.

Maintenance

Maintenance workers require to access real time information relating to the tasks that they need to perform. When they are out on the job, they often struggle with accessing to the information they require, in addition contact both headquarters and with their fellow workers. With Appear IQ, maintenance workers can communicate seamlessly with each other and with their control centre, receive and acknowledge tasks, access to the maintenance history or any other relevant information

Public Safety & Security

Security is a high priority for public transportation systems, office buildings, public sector facilities, and cities around the world. With Appear IQ field security personnel can survey their surroundings by visualizing video-surveillance feeds, obtain real time information regarding alert status, communicate effectively and discretely with their colleagues, and issue silent geo-localized alerts in the event of a security breach.

Customer Information

For the staff of subway systems, airports, hotels, retail parks, and conference centers the ability to access information at the request of a passenger or customer is of paramount importance. It is no longer acceptable not to have access to even the most basic of information or have to radio back to the switchboard for assistance. With Appear IQ, customer service staff in each of these different scenarios have real time access to timetable information, service disruptions, local area information, connection information, availability, and venue features - just to name a few.

The Power of Context

There is so much information around us these days that it is becoming unwieldy and difficult to handle and process. Think back to the first time you used a search engine; remember how it found exactly what you were looking for? Times have changed - the amount of information being collected and processed continues to increase at an exponential rate such that approached for processing and presenting information need to change to identify relevance.

That's where context-awareness can be applied: context-aware computing means that the user's current situation is analyzed in order to decide what information and services are presented to the user and when services should be started and stopped. This is very different from traditional desktop systems where direct user interaction is required for services to start. The user experience is quicker, simpler and more efficient.

In practice, context information acts as a filter to give mobile users instant updated access to customized services and information. Say a conductor is helping a passenger at a train station. The travel planner application automatically fills in the station's name without the conductor having to manually enter it or having to select from a long list of menus. If the conductor leaves the platform and walks to the bus area, the next bus departures pop up on the screen.

Information about a specific user's context is collected from various sources and stored in the Context Engine. For example, the location information can come from different sources, such as GPS, Cell-ID or pinpoint indoor Wi-Fi triangulation. But context is much more than location. Context parameters can encompass everything from date, time, location and user role to PIM data, task at hand and network bandwidth or any other information relevant to the specific domain (for example RFID events).

When a request is made on the system, the Context Engine validates it against the rules-based engine and delivers the appropriate information and services. The Context Engine allows information and services to be built and delivered in a modular fashion. When integrated, common features such as device management, synchronization, provisioning and notification are greatly enhanced, creating an intelligent mobility environment.

System Brief

The Appear IQ platform is robust and scalable, offering context based information distribution and data synchronization over IP based network technologies.

Minimum Requirements

Server

- **JEE** Application Server (1.5)
- **JDBC** compliant database
- **1GB** RAM
- **20-250MB** storage space

Proxy (Local Server)

- **JSE** Runtime Environment (1.5)
- **1GB** RAM
- **< 500KB** storage space

Client (Mobile Device)

- **.NET** Compact Framework 2
- **2MB** RAM
- **200-750KB** storage space

Client (Desktop)

- **JSE** Runtime Environment (1.6)
- **256MB** RAM
  200-750KB storage space

Network

- **IP** based network technology (LAN, WiFi, WiMax, GPRS, UMTS)
- Firewall Friendly

APPEAR CONTEXT ENGINE™

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CISCO PARTNER Technology Developer

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