02 outage prompts TAAP to highlight the importance of offline functionality

The 02 outage, which is still occurring, brings home the importance of having resilient systems in place to cope with disruption. Many organisations nowadays depend on real-time mobile systems to conduct everyday operations such as trading, managing jobs, and providing customer service, so network connectivity is critical to their success.

TAAP – the mobile software application specialist – has highlighted the importance for organisations to be able to continue operating while offline. Many mobile applications are not native to the device, and only operate via an internet browser, so when network connectivity is lost, application functionality is also lost.

Using TAAP's applications, organisations can continue to work offline, as they only use an internet connection to upload and download job data, so new data can still be entered and saved to the mobile device. This information is encrypted when saved, so there is a minimised risk of unauthorised access to the data if the device is lost or stolen.

For organisations that are filling in job data or capturing customer details using mobile-based electronic forms, such as those which have field service teams, this functionality is invaluable as they can continue to create and save new jobs to limit their downtime.

Steve Higgon, Product Architect commented:
"By providing software applications which work offline, for PDAs and tablets, TAAP enables its customers to be productive even if they lose their connection to internet services. There are numerous reasons for poor connectivity, so it's important for organisations which rely on mobile systems to run their daily operations to have a back-up plan in place if their internet services are intermittent, when they are travelling or working out of the office."

Offline services can also be made available for access to third party data such as postcode checker and bank checker, which some of TAAP's longstanding not-for-profit/charity clients are now taking advantage of, to ensure that supporter data can still be validated in areas or buildings where there is no internet connection. These offline services can be used by any customer wishing to validate an address or verify that a bank account and sort code combination exists, without connecting to the internet.

About TAAP
TAAP is a leading provider of software solutions which allow organisations to mobilise their operations using hand held computers.

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