AsgardMobile

Guidelines for using AsgardMobile on Smart Phones, Tablets and Other Mobile Devices

AsgardMobile is available on Apple, Android, and Windows devices in their respective stores, as well as in the browser on any Internet-enabled device. In all cases, the app is free and there is no limit to the number of installations you can use.

Differences between AsgardMobile and AsgardMobile Web

The vast majority of functionality between the application and browser versions of AsgardMobile is the same. The key difference is work order notifications.

When running on the Apple, Android, or Windows applications, the user can receive "push notifications" – sounds, messages, and visual indications of a change to a work order or a new assignment.

In the browser version of the app, the user only receives notifications when the application is already running. If the browser is minimized, or the device is allowed to go idle, lock, or go to sleep then the user will not receive a notification.

Note: The Asgard application also supports SMS (text message) and email notifications, as part of the main application functionality.

Device Selection

Cellular, Wi-Fi, or Both

AsgardMobile can utilize both Wi-Fi and cellular connections.

As a primary consideration in selecting a device, consider which of these networks is strongest and most consistent throughout your property.

While the application is still accessible is a disconnected state, and will pull up your last-accessed data, it will not receive new work orders or changes to existing work orders. And, work orders updated or completed from the mobile app, in a disconnected state, will not update in the main app until you return to a stable, connected state.

If, for example, you only have Wi-Fi in the units, then selecting a Wi-Fi-only strategy is likely to be problematic to your workflow. If needed, we can provide instructions for testing the connection quality throughout your property, or work with your IT team to discuss connectivity requirements.

Phone, Tablet, or Something Else?

AsgardMobile can be run on a wide variety of phones, tablets, and iPod-type devices.

You are not limited to a single device type, or platform – we commonly see a mix of phones and tablets – but for training purposes, sticking with a single major platform (Apple, Android, or Windows) can be helpful. It allows your team to more easily provide peer-to-peer training.

Across our customer base, the majority of sites use Apple devices, while the majority of users across all sites use Android. A very limited number of Windows devices are in use, mostly in Europe.

A key consideration is which of your team members will use the devices for which functions. We find that runners and those performing standard work orders are best served by smaller devices, while managers or supervisors that are performing a lot of inspections prefer the additional screen space on tablets.

Device Support

Once you have decided on the platform and devices, it is important to be aware of the operating system supported on that generation of device.

For example, with Apple devices, the service provider typically supports a device with iOS upgrades for three years. So, if you buy a device now that was released two years ago, that could be an issue sooner than later.

If your budget allows purchase of latest generation devices, you can typically count on 2-3 years of support and stable performance. Once the service provider stops supporting updates, we find that the performance of the phone itself degrades rapidly, and that will impact your user experience with AsgardMobile.

The Asgard app will receive updates fairly regularly, and we (Katana) support backward compatibility for the previous iOS and Android versions for a while, following user adoption trends. In our experience, the equipment is unlikely to last more than a few years around the resort anyway due to wear-and-tear.