SOTI MobiControl
Enterprise Mobile Device Management

SOTI®

Manage | Support | Secure | Monitor | Track

SOTI Inc. is the world's most trusted provider of MDM solutions with over 10,000 enterprise deployments, managing millions of devices, supported by a network of over 450 partners in over 170 countries. Our award-winning MDM solution, MobiControl offers support for mobile and desktop computing devices including smartphones & tablets running Windows desktop & handheld operating systems, Apple iOS & Google Android.

Why SOTI MobiControl?

Proven Track Record: Horizontal solution across all verticals such as education, healthcare, retail, manufacturing, government, logistics and numerous other industries

Highly Scalable: SOTI's extremely scalable MDM solution can support organizations with 10,000 to 100,000s of devices

Flexible Delivery: SOTI MobiControl is available On-Premise, as a managed solution, or Software as a Service (SaaS), as a hosted solution, making it beneficial to all enterprises

Multi-Platform Offering: Single solution across all platforms: Apple iOS, Google Android, Microsoft Windows

Flexible Management: Supports personal and corporate liable devices

Help desk Support: The only device management solution with remote support technology and live 2-way chat to reduce call times

Manage, Support, Secure & Track Your Devices Anytime, Anywhere

SOTI MobiControl v10

Best in class Mobile Device Management for Smartphones, Tablets, and Rugged Devices.

MobiControl ® NEW v10

SOTI enables Enterprise Mobility Management with MobiControl, the industry leading mobile device management solution. Organizations of all types and sizes need flexible and reliable management for mobile diversity in the workplace.

Employees are bringing their own phones and tablets to work and need immediate access to the corporate network but refuse to sacrifice privacy in the interest of corporate security. Companies are deploying corporate owned devices to be used for work purposes only and need to equip them with custom applications and configurations. MobiControl caters to both business realms and everything in between with the most comprehensive feature set available on the market.

Key Benefits:

For the Enterprise – Thousands of SOTI customers have experienced dramatically reduced Total Cost of Ownership of mobile computing and are able to roll out their mobile fleet faster with reduced workload on IT administrators and support teams.

MobiControl enables mobility and allows companies to quickly realize the ROI in adopting a mobile strategy. Corporate sandboxes on personal devices allow businesses to support the Bring Your Own Device (BYOD) model where corporate data is kept secure and managed without impacting the end user experience or privacy on personal devices.

For the End User – With MobiControl installed on a device, users receive the support they require faster than ever before, minimizing downtime and frustrations. If a user loses a device, they can be confident that their sensitive data is kept secure with remote lock and wipe features.

SOTI MobiControl's flexibility offers the perfect balance between securing corporate data while maintaining end user privacy and optimal user experience. Users can access corporate networks, email, and secure data from their devices without concerning their IT department.

Highlights

With over 10,000 enterprise deployments and millions of devices managed globally, SOTI MobiControl is the world's most trusted Mobile Device Management (MDM) solution for enhancing enterprise mobility and enabling BYOD initiatives.

- *Remote Control & Help Desk*
- *Location Services / Geofencing*
- *Web Filter Policy "New!"*
- *AntiVirus / Malware Protection "New!"*
- *Secure Content Library "New!"*
- *Telecom Expense Management "New!"*
- *Advanced Security*
- *Multi-Platform Web Console*
- *Device Provisioning*
- *Certificate Management*
- *Asset Management*
- *Alerts*
- *Reporting*
- *Phone Call Policy*

Windows Phone
Put people first.

Windows Mobile®

Windows 8

SOTI MobiControl for **Windows**

SOTI MobiControl, the best-selling Enterprise Mobile Device Management solution, is equipped with an array of features to enable Corporate IT departments to manage, support, secure and track enterprise and employee-owned Windows Mobile and Desktop devices. MobiControl for WM is known worldwide for its most comprehensive feature set and many performance and best in class awards.

For **Windows Mobile** Core Features

Management
• Hardware / Software Inventory
• Provisioning of Software & Data
• Data Synchronization
• Alerts & Reports

Helpdesk & Support
• Remote Control
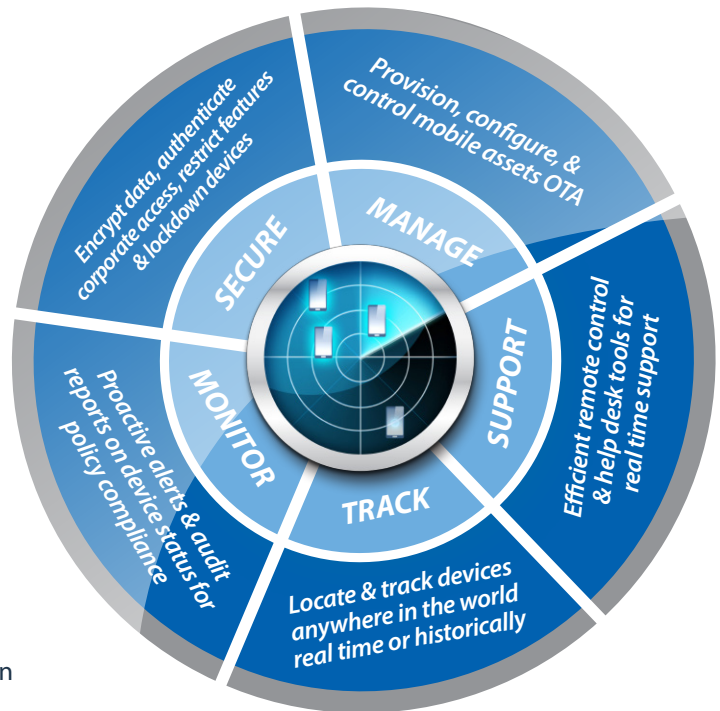• Troubleshooting tools
• Automatic Diagnostic tools

Security
• User / Hardware Authentication
• Data Encryption - Process Run Control
• Kiosk Mode Operation

Location Services
• Real-time location tracking of mobile assets
• Historical data / route history
• Locate vehicles / mobile workers by area code / region

5 Components of **Device Management**

SECURE — Encrypt data, authenticate corporate access, restrict features & lockdown devices

MANAGE — Provision, configure, & control mobile assets OTA

SUPPORT — Efficient remote control & help desk tools for real time support

TRACK — Locate & track devices anywhere in the world real time or historically

MONITOR — Proactive alerts & audit reports on device status for policy compliance

For **Windows Desktop** Core Features

Remote Control
• Helpdesk, Support & troubleshooting
• View/control Desktops/Laptops remotely

Security
• Lockdown/Kiosk Mode operation
• User authentication

Management
• Hardware / Software Inventory
• Provisioning of Software & Data
• Alerts & Reports

File/Data Synchronization
• Synchronize files/data between
  your Desktops/Laptops

Android Advanced MDM

SOTI MobiControl for *Android*

SOTI MobiControl makes it simple, quick, and safe to manage a variety of devices running Google Android. Now enterprises can ensure that both corporate and personally owned Android devices are secured, tracked, configured, and supported over the air in one multiplatform web solution. With enormous mobility cost savings and priceless corporate security, MobiControl is the perfect answer to optimizing ROI and welcoming Android mobile devices in the workplace.

Features

Asset Management
Enroll, provision, configure and manage devices individually or by a group OTA.

Antivirus / Malware Protection
Automatic scan of all software for virus or malware
Real time update of known viruses and malware.

Lockdown & Security
Configure Lockdown ("Kiosk") to block access to OS & white list specific applications. Enforce strong passwords, manage corporate sandbox, detect rooted devices, remote lock/wipe devices.

File Synchronization
Synchronize files between managed devices & local computer to ensure users have up to date resources.

Web Filtering
Enforce and control web access policies.

Application & Content Management
Deploy enterprise and Market applications securely through a private Application Catalog. Monitor installed applications. Securely deliver and control access to corporate documents.

Location Based Services
Locate, track and report devices globally in real time, monitor mobile devices with geofence alerts.

Alerts and Reports
Alert and report on a variety of device information in audit reports or an interactive graphical dashboard.

Telecom Expense Management
Monitor voice and data usage limits.

Certificate Management
Acquire and deliver authentication certificates from certificate authority to managed devices.

Advanced Features for *Android+*

SOTI addresses Android fragmentation with MobiControl's Android+ technology. With Android+, SOTI has built tight integration with multiple partners directly into MobiControl, enabling you to confidently add the latest and greatest devices to your fleet, whether they are corporate-liable or employee-owned. *In addition to the above-mentioned features for Android, here are the enhanced MDM features for Android+:*

Features

Remote Control
Support users in real time. View & control devices OTA. View, edit, copy & paste into device file systems.

Native Email Configuration
Configure MS Exchange, enable/disable account access & secure connections.

Application Management
Install/update/uninstall applications silently. Enforce application white/blacklists.

Enterprise Security
Enforce strong passwords, manage corporate sandbox, remote lock/wipe/reset, and encrypt data.

Device Feature Control
Disable Wi-Fi, Bluetooth, Android Market, Camera, Microphone, MS Exchange Email, Data Roaming, etc.

File Explorer
Edit, copy & paste into device application file system.

Apple iOS Advanced MDM

SOTI MobiControl for **Apple iOS**

SOTI MobiControl offers a quick and easy way to manage iPhone, iPad, or iPod Touch devices. This allows Enterprises the ability to remotely secure, track, configure and support their Corporate and or personally (Employee) owned Apple iOS devices. With increased costs savings and priceless corporate security, MobiControl is the MDM solution of choice to optimize efficiency and take charge of your deployment.

Features

Asset Management
Enroll, configure, provision & manage devices OTA.

Device Configuration
Configure MS Exchange, Network Settings, and restrict device features and applications. Acquire and deliver authentication certificates from certificate authority to managed devices.

Alerts and Reports
Alert & report on a variety of live device information such as jail broken status

Jailbreak Detection
Detection and alerts if the device has been jail-broken.

Telecom Expense Management
Monitor voice and data usage limits.

Geofencing
Establish a virtual geographical fence for your device to trigger alerts and actions when violated.

Certificate Management
Acquire and deliver authentication certificates from certificate authority to managed devices.

Advanced Security
Block iCloud sync, enforce strong passwords and data encryptions, remote wipe and lock, deploy Enterprise & App Store Apps securely via a private App Catalog or deployment policy (i.e. VPP).

Application & Content Management
Deploy enterprise and Market applications securely through a private Application Catalog. Monitor installed applications. Securely deliver and control access to corporate documents.

SDK for **iOS**

Enhance your Enterprise Apps with Remote Support!

SOTI MobiControl's easy to use SDK for iOS enhances enterprise applications on iPhones and iPads with advanced management capabilities including Real-Time Remote Control! This allows ISVs and Enterprise Application Developers to remotely support their Deployment and enhance their applications with critical mobile device management security features provided by MobiControl.

Features

Remote View
View & support enterprise application activity in real time.

File Explorer
Edit, copy & paste into device application file system.

Two Way Chat & Messaging
Send Push Notifications & chat with end users remotely.

Location Based Services
Locate and report device coordinates globally in real time.

MasTec Advanced Technologies *Case Study*

DirecTV installation, backed by SOTI MobiControl!

Industry Application Area:
Specialty Contractor

Mobile Devices:
Intermec CN3s
Itronix GoBook laptops

Network:
Verizon Network

Summary:
MasTec
Leading specialty contractor for communications companies, utilities and governments

Challenges
Device Maintenance, Software Deployment, Remote Device Support, and Reduce Support Costs

MobiControl Solution
Easy-To-Use, Centralized and Remote Control, Helpdesk Tools, Diagnostics, and Real-Time Device Information

Result
Reduced Device Management and Support Costs, Increased ROI, Efficient Application Deployment, and Enhanced Connectivity with Field Workers

About MasTec

MasTec is a leading specialty contractor for communications companies, utilities and governments throughout the United States. MasTec designs, builds, installs, maintains and upgrades infrastructure that is the backbone of the nation's economy, telephone, high-speed Internet, electric, water, sewer and natural gas, as well as provides installation and maintenance services for satellite and cable television services.

MasTec's Advanced Technologies (AT) division is proud to be an authorized subcontractor for DirecTV's industry-leading television and entertainment services. With over 4,000 employees in 54 locations throughout the U.S., MasTec's dedicated AT service technicians, call center agents and managers support DirecTV's unique programming for sports, exclusive shows and international TV viewing options.

The Business Challenge

The seasonal business of MasTec's Advanced Technologies service line presents a number of complexities in the realm of device management. A range of 3,200 to 3,700 devices could be deployed in the field over the course of a given year. As such, mobile device management (MDM) is an important concern for MasTec, especially in supporting and ensuring the high-level

of maintenance of its almost 4,000 Intermec CN3s and Itronix GoBook laptops.

MasTec also manages a number of third-party applications running on its devices, including software for appointment scheduling, assignment attendance, advanced reporting, messaging and advanced inventory, all of which are critical to the day-to-day tasks of MasTec's fieldworkers.

MasTec's criteria for adopting an MDM solution included a number of key concerns shared by many organizations looking to manage their mobile field-force. Among these concerns, remote device support was primary. MasTec's aim was to reduce support headcount and thereby decrease the shipping costs associated with resolving device issues on-site. With devices dispersed across the United States, remote control and location services functionality were compulsory features to facilitate the administration of thousands of devices from a central location.

Package deployment, increasing the number of operational field devices and time and resource savings were all issues MasTec needed to address. To effectively streamline its mobile operations across the country, MasTec required an all-in-one MDM solution that would improve the visibility and management of its handheld assets, improve the operation of its Handheld Support team and reduce the total cost of handheld support processes.

> *"The remarkable part of the installation process was that we were able to install MobiControl on over 2,844 mobile devices in a 24-hour period, without adding any appreciable inconvenience or delay to our inventory management process."*
>
> –Amanda Kahler,
> Manager, Handheld Support

The Solution

After thorough analysis of competing mobile device management solutions, MasTec chose the only solution that addressed all of its needs: SOTI MobiControl. The deployment plan to install SOTI MobiControl on MasTec's fleet of Intermec CN3s and Itronix GoBook laptops was seamlessly integrated into MasTec's quarter-end physical inventory. Pre-developed barcode sheets were distributed to all offices, which included two barcodes that, once scanned by the handheld, would automatically enable the download and installation of the SOTI MobiControl software package on the device. Amanda Kahler, Manager, Handheld Support, recounted, "We were able to have our warehouse staff install the software while performing their normal inventory function on each handheld. The remarkable part of the installation process was that we were able to install MobiControl on over 2,844 Intermec CN3 handhelds and Itronix GoBook laptops in a 24-hour period, without adding any appreciable inconvenience or delay to our inventory management process."

SOTI MobiControl's simplified barcode installation system was a prominent selling point for MasTec considering its high number of devices dispersed across the country. In addition, minimal training was required for the SOTI MobiControl installation process since the automated scripts embedded in the barcodes performed all the necessary work, enabling warehouse staff to quickly and easily configure each device. "We successfully installed and deployed the MobiControl software on our devices with expert speed and efficiency, no other device management tool that we evaluated featured this capability," said Kahler.

The Result

SOTI MobiControl proved to be the all-in-one MDM solution MasTec had been searching for. With the ability to provide remote helpdesk support, push installation packages to large numbers of devices and identify which handhelds have successfully installed packages and which are pending, SOTI MobiControl has improved almost every facet of MasTec's Handheld Support processes.

Additionally, SOTI MobiControl's ease of use and installation as well as its scalability to support numerous devices in a plethora of geographic locations has given MasTec an immediate enhancement in its mobile operations.

"MobiControl equips our support personnel with powerful remote control and helpdesk tools that allow our support staff to diagnose and fix problems efficiently," stated Kahler. Prior to MobiControl, when a handheld user experienced device issues, the diagnosis process was nearly impossible to conduct without shipping the unit back to MasTec's Handheld Support team. As a result, MasTec incurred high shipping costs and also had to combat the ever-climbing cost of having units in a non-operational status. In shipping costs alone, MasTec estimates that SOTI MobiControl has facilitated more than $43,000 in annual savings. MasTec has also been able to eliminate the need for additional support personnel because of SOTI MobiControl's remote control functionality.

Helpdesk support for MasTec's devices has always been an imperative part of its device management process, and, with SOTI MobiControl, MasTec now resolves more than 90% of support calls within a few minutes. SOTI MobiControl allows

MasTec to control the device from a remote location and perform diagnosis and fault correction, including rebooting the device. The ability to keep devices operational in the field has resulted in an estimated savings of $48,000 annually for MasTec.

In addition to the significant cost and time savings MasTec has attained, it can also now deploy applications and application updates in a timely and efficient manner as well as utilize the location tracking of devices to reduce loss, misplacement and theft. Ensuring devices are up-to-date, performing the actions they are assigned to perform and tracking their location has helped MasTec maintain a secure fleet.

SOTI MobiControl has vastly improved MasTec's mobile operations with advanced features ranging from remote and asset management to device reporting. "The handheld is how our field workers keep informed with our business, practices and procedures. These devices are a great way to stay connected with our mobile workforce in real-time," commented Kahler, "And now, with SOTI MobiControl, we are able to push that connectivity further by enhancing how we communicate and use our devices in the field."

Solution Benefits:
- Ease of installation
- Device configuration via barcode
- Real-time remote control and helpdesk tools
- Software and device deployment
- Scalability
- Asset Management
- Reduced cost, time and resources

American Airlines - *Case Study*

American Airlines: Mobility strategy soars to new heights with SOTI MobiControl!

About American Airlines, Inc.

Founded in 1930, American Airlines, formerly American Airways, Inc., was the result of the consolidation of more than 80 small airlines into the Aviation Corporation.

Today, American Airlines is one of the largest airlines in the world. American Airlines, American Eagle and the AmericanConnection® carrier serve 260 airports in more than 50 countries and territories with, on average, more than 3,500 daily flights.

American's network covers points throughout North America, the Caribbean, Latin America, Europe and the Pacific. American has five major cornerstone markets: New York, Los Angeles, Dallas/Fort Worth, Chicago and Miami, where its network resources are concentrated and connect some of the largest U.S. population centers for business travelers. The combined network fleet numbers more than 900 aircrafts. On an average day, American Airlines and American Eagle welcome almost 300,000 customers onto their aircraft, help book flights and answer questions for 110,000 customers who call their reservation centers, deliver 250,000 checked bags to their final destination, and load and transport more than 2.7 million pounds of cargo.

The Business Challenge

American Airlines and its associated companies have been winning accolades such as the 2011 World Airline Awards, for exemplary customer service, and this

remains a key mandate for the airline. A stellar mobility strategy is vital for AA to maintain these soaring standards.

American Airlines uses a wide variety of mobile devices depending on the needs of the specific work group running on the best available cellular carrier or American Airlines dedicated Wi-Fi network. Mobile applications include Bag Scanning/Aircraft Load and Balance Finalization, Driver Information on Routings, Flight Information for Baggage Carts, and are also used by Fleet Service Clerks responsible for transportation of luggage and freight, Lost or Misrouted Bag Tracking, Cargo Warehouse Freight Location Tracking, Airport Agent Customer Assistance and Dynamic Manning.

Prior to implementation of SOTI MobiControl, individual business areas or their service providers wrote custom deployment software and lockdown security as part of the application. This was very expensive and beyond pushing new software to devices, this provided no remote management capability and was generally ineffective for Mobile Device Management. Initially, American looked to MobiControl to fulfill requirements for the Application Management and Remote Control capabilities for remote field troubleshooting, training, and software issues that could be solved remotely. The initial deployment allowed the Development and Help Desks to remotely solve end-user issues (training) and specific software issues that could be not be managed otherwise.

Industry Application Area:
Express air and integrated transportation, distribution and logistics

Mobile Devices:
• Samsung Galaxy Tablet 10.1
• Motorola MC9063S, MC9063K, MC75, MC95 and ES400
• Roper Rugged Handheld Tablet

Summary:
American Airlines
American Airlines is one of the largest airlines in the world. American Airlines, American Eagle and the AmericanConnection® carrier serve 260 airports in more than 50 countries and territories with, on average, more than 3,500 daily flights.

Challenges
Prior to SOTI MobiControl, individual business units wrote custom deployment software and lockdown security as part of the application which was very expensive and beyond pushing new software to devices, this provided no remote management capability and was generally ineffective for Mobile Device Management.

MobiControl Solution
SOTI MobiControl is the Mobile Device Management solution of choice for the Airport Services Division, and the Cargo Division uses it to manage battery usage on the devices, and to implement a scripting tool that drives test cases through the remote control feature that aids in testing and debugging in the development cycle.

Result
Based on savings from individual development, lower hardware costs, help desk function, the ROI across the organization is easily in the tens of millions of dollars.

"American Airlines is blazing trails in our mobile initiatives. SOTI's advanced security and remote control helpdesk tools will enable us to put the latest mobile devices into our clients' hands to enhance the onboard experience, and into our employees' hands to support the smooth operation of our airline with complete confidence."

Kimberly L. Jackson,
Sr. Mgr Enterprise Mobility and
Wireless Solutions,
American Airlines

The Solution

SOTI MobiControl was recommended to American Airlines by Stratix Corporation as a tactical solution to Mobile Device Management for the Airport Services Division. As mobile requirements and product suites have grown, American has subsequently looked at MobileIron, AirWatch and Afaria. American's Airport Services division initially set up MobiControl in a lab environment at its headquarters. Following some pilot deployments of the applications mentioned above, the Cargo Division saw the success Airport Services was having and took the next step, which was deploying MobiControl in a production data center on a Virtual Machine. These deployments were supported by SOTI over the phone and went very smoothly.

In addition to the original requirements, the Cargo division used MobiControl to help gauge and manage Battery usage on the devices. They have also implemented a scripting tool that drives test cases through the remote control feature that greatly aids in testing and debugging in the Development Cycle. Prior to the deployment, American had 500 mobile devices in the field, but today, 4,000 devices are managed by MobiControl, and AA has plans to deploy thousands more.

The Result

American Airlines is very satisfied with MobiControl. Because of the operational nature of an airline, MobiControl's easy to use management console fits American's requirements. American has been able to easily implement customized role-based usage of the Management Console for Business Unit SMEs, Developers, Help Desk, Deployment and Administration roles. Additionally, they are starting to implement platforms beyond Windows (such as Android)

and support consumer grade devices, and looking forward to implementing the Web-based console. Based on saving on individual development, lower hardware costs, help desk function, the ROI across the organization is easily in the tens of millions of dollars. American's mobile help desk, the Stratix Service Center, estimates 90 to 95 percent of the tickets created can be solved over the phone with MobiContol.

The Future

As mobility has grown, American's organization has grown with it. There is now an Enterprise Mobility Solutions department that looks at Mobile Services Management from a holistic approach. This is from device evaluation, purchase, staging, carrier billing, common software services (VPN, Active Directory) and Mobile Device Management. Up to now, MDM has purely been looked at an operational device level. American is actively planning for a BYOD (Bring Your Own Device) environment is looking to utilize MobiControl to help manage, enforce policy and the security of the AA network.

AA currently has the MobiControl deployment server and database positioned in one physical datacenter with clients distributed across every airport that American Airlines or American Eagle serves domestically as well as select international locations. Growth plans include installation of additional deployment servers geographically dispersed to provide better business continuity in event of a data center disaster.

Solution Benefits:
- Multi-Platform Web Console
- Data synchronization
- Device Lockdown & Security
- Pushing new software updates
- Lower hardware costs
- Manage battery usage
- Testing and debuggung
- Location tracking
- Real-time remote support and control
- Flexible and scalable

ThyssenKrupp Elevator *Case Study*

SOTI & ThyssenKrupp Elevator: Rising Together!

About ThyssenKrupp AG

ThyssenKrupp AG was founded in 1999 (www.thyssenkrupp.com). As one of the world's leading elevator companies, ThyssenKrupp has established itself in the field of installation and service of elevators and escalators. This integrated materials and technology group has 177,000 employees in over 80 countries on 5 continents, with 44,000 employees in the Elevator Division, out of which approximately 13,500 employees operate out of the United States, ThyssenKrupp has the highest standards concerning quality, reliability, flexibility, safety and on-time deliveries and they are also committed to a high level of social responsibility and ethics.

The Challenge

The elevator industry is growing at a steady pace in the United States of America. Owing to the nature of its services with its strong alliances and investment in its workforce, the elevator service industry is expected to be at the epicenter of growth as the world's population rises.

ThyssenKrupp aims to be a service leader by implementing solutions that solve customer problems. The mobile field staff is essentially the face of the organization to the customer. This mobile workforce is a direct touch point and hence the company must ensure that they provide optimal customer service at all times.

In early 2010, The ThyssenKrupp Executive Steering Committee, led by the VP for device deployment, commenced

its search for an optimal mobile deployment, as part of a planned technology upgrade and expense. Upon positive recommendation from one of its trusted vendors, the team began systematic research into SOTI MobiControl, as part of its requirement for a mobile device management system to enable its field force to manage the multitude of mobile devices, while reducing downtime and streamlining resources. The mobile device management (MDM) solution of choice needed to have the features to enable the company to be more efficient with time management for elevator mechanics, in its quest to continue ThyssenKrupp's legacy of being the industry leader in the field of elevator installation and service.

The Solution

The criteria involved in ThyssenKrupp Elevator's decision-making process while selecting a mobile device management solution to manage its fleet of Intermec CN50 and StyleTap devices in the field were numerous. The organization's previous MDM solution did not allow for remote access and real-time updates. The new MDM solution had to be relatively easy to install, simple to utilize with minimal training, able to offer comprehensive and quick remote Helpdesk support, as well as possess the capability of pushing updates and installation packages to a large number of devices in the field in order to minimize wastage of time and maximize productivity.

SOTI's solution was a perfect replacement/update of an existing outdated solution using Symbol 1800s and a tethered wireless connection. Overall operational

Industry Application Area:
Elevator/Escalator Service & Installation

Mobile Devices:
Intermec CN50, Style Tap

Summary:
ThyssenKrupp Elevator Americas
Leading in the field of elevator service and installation.

Challenges
Upgrade of existing mobile device management system to seamlessly manage 2700 devices in the field.

MobiControl Solution
Full-time data connection for new time/ticketing app, Real-Time Device Information, remote support capabilities, simple Integration with main tracking systems, deployment of newer technology advancements for productivity improvements.

Result
Reduced Operational Downtime, Increased ROI, Integral Information Gathering, & Streamlined Mobile Operations.

"At ThyssenKrupp Elevator, our investment considerations are based on the value-add and ongoing support to advance our day-to-day operations. SOTI's support solution was and continues to be the Mobile Device Management solution of choice for ThyssenKrupp, allowing us to enhance our operational efficiency."

Pat McElhinney,
VP Information Technology,
ThyssenKrupp Elevator Americas

efficiency was greatly enhanced through upgrading the Mobile Device Management of hardware with SOTI MobiControl. The main improvements were full time data connection for new time/ticketing application and remote support capabilities.

With SOTI's support via remote control technology of devices, numerous problems were solved. Diagnostic apps could be quickly updated, resulting in less need to send the remote device back to be updated or repaired in case of any mal-function or errors, and also resulting in decreased shipping costs & handheld support expenses.

Technical support experts were able to connect into the mobile devices and easily view what was happening real-time, find actual errors, take appropriate live screen shots of the issues, all while they did not have to rely solely on end user input to convey the information or data back. This in turn, reduced time and effort spent providing support. This led to performance improvements through reduction in downtime, and thus, ThyssenKrupp Elevator could selectively engage in important emergency fixes and build on faster feedback. SOTI MobiControl, the essential support and device management tool has enabled ThyssenKrupp Elevator to move in a positive direction, advancing their company efficiency.

SOTI MobiControl has become an integral part of ThyssenKrupp Elevator's mobile deployment, being used to manage and control about 2700 Intermec devices currently being used in the field, in partnership with Strategic Telecom Solutions, while using their own staff to image, kit and distribute the devices to 130+ locations.

The Result

Implementing SOTI MobiControl has addressed ThyssenKrupp Elevator requirements completely and has enabled them to remain competitive in the industry. ThyssenKrupp Elevator succeeded in their objective of minimizing downtime for tools that their mechanics use in the daily functions of elevator service and repair, with ticketing and dispatch applications also becoming more dynamic and efficient.

SOTI MobiControl has realigned company resources to reduce cost for ThyssenKrupp Elevator. ThyssenKrupp has the highest standards concerning quality, reliability, flexibility, safety and on-time deliveries and they are also committed to a high level of social responsibility and ethics. Complemented by support solutions such as SOTI MobiControl, their time is used most effectively to assist their customers by providing superior quality solutions and service.

The advantages of SOTI's MobiControl solution that ThyssenKrupp employed meant tremendous savings to the company & substantial operational efficiency for the whole business model. ThyssenKrupp Elevator remains a dynamic installation and service company for both elevators and escalators today.

Solution Benefits:
- Quick device deployment and configuration
- Data synchronization
- Location tracking
- Real-time remote support and control
- Detailed device information
- Flexible and scalable

MANAGE, SUPPORT, SECURE & TRACK YOUR MOBILE ENTERPRISE

MobiControl® NEW v10

Security
- Authentication Policy
- Lockdown Policy
- File Encryption Policy
- Application Run Control Policy
- Device Feature Control Policy
- Connection Security Policy
- Anti-Virus Protection
- Web Filter
- Certificates
- Phone Call Policy

The Best Selling Mobile Device Management, Support, Security and Tracking solution for Windows desktop and handheld operating systems, Apple iOS & Google Android. Visit: www.soti.net/Mobicontrol for more information.

About SOTI

SOTI is the world's most trusted provider of Mobile Device Management (MDM) solutions, with over 10,000 enterprise customers and millions of devices managed worldwide. SOTI develops industry-leading solutions for enterprise mobility management, allowing organizations to support corporate-liable and Bring Your Own Device (BYOD) policies. SOTI MobiControl solves the unique challenges involved in managing, securing, supporting, and tracking mobile and desktop computing devices across all platforms.

More Information

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