SOTI®

MORE THAN JUST REMOTE SUPPORT

Mobile technology is now business-critical, as 65% of global organizations are deploying mobile devices for their remote workers. Strategic enterprise solutions such as Customer Relationship Management (CRM), Enterprise Resource Planning (ERP), and Salesforce Automation (SFA) are essential to business success and must be accessible anytime, anywhere.

This trend also means that worker downtime is costly and more disruptive than ever. Eliminating downtime and making life easier for IT is one of the core benefits of the SOTI ONE Platform.

SOTI Solution Series

VERSATILE REMOTE SUPPORT TOOLKIT

As part of the SOTI ONE Platform, SOTI MobiControl and SOTI Assist deliver a complete remote support solution for business-critical mobility and intelligent IoT endpoints. This includes:

Remote Control/View
(Optionally, you can use a device skin on your PC to simulate interaction with physical buttons on the device)
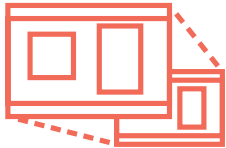
View device information and apps for Android, iOS, macOS, Linux Windows Mobile, and Windows 10 devices from a single solution.

Remotely view and control devices on any HTML5-based web browser on smartphones and tablets. Quickly verify the user's app or device problem and remotely troubleshoot and fix the issue.

Data Collection

Data collection rules allow you to automatically collect information regarding your devices. SOTI MobiControl provides default data collection such as location, storage and memory. You can also create and track custom data points as required.

Remote File Control

Delete corrupted app files on the malfunctioning device, then drag and drop working copies of those files remotely onto the device.

Screen/Video Capture

Capture device error codes or demonstrate complicated sequences to end users and send them to IT for proactive investigation and a quicker fix.

Remote App Management

Fix device problems caused by faulty mobile apps. IT staff has several tools at their disposal to diagnose app issues, kill and restart apps, and even re-install corrupted applications on-the-fly.

COMMON USE CASES

PROBLEM

Problem with line of business app in the field.

Home care clinician's patient application (mobile EHR) is not working during an in-home visit.

SOLUTION WALKTHROUGH

1. Help desk technician locates problem device in SOTI MobiControl and creates a SOTI Assist ticket for assignment. Detailed device information is automatically tied to the ticket.
2. Assigned IT staff remotes into the device from within the problem ticket.
3. Possible actions to resolve the app issue:
   - Inspects the app's process, and kill or restart the app, if necessary.
   - Deletes and re-installs the app if it has been corrupted.
   - Downloads the device logs and sends them to app developers to help resolve an ongoing issue.

Problem with headless device or intelligent IoT endpoint.

In-store self-service kiosk device is not working as expected.

1. In-store retail staff reports the kiosk issue.
2. Help desk technician locates problem device in SOTI MobiControl and creates a SOTI Assist ticket for assignment.
3. Assigned IT staff remotes into the device from within the problem ticket.
   - IT staff takes a screenshot of the error on the device screen. The screenshot is automatically attached to the ticket.
   - IT staff interacts with the device (including hardware buttons/keys) to update settings or resolve an issue with the device.

Perform remote assistance or collaboration.

Transport driver gets into an accident and needs to document the damage of the vehicle per insurance guidelines.

1. Transport driver contacts company help desk.
2. Help desk technician finds driver's device in SOTI MobiControl and creates a SOTI Assist ticket for assignment to insurance adjustor.
3. Insurance specialist opens assigned SOTI Assist ticket and establishes a remote session with the driver.
   - Driver turns on the device camera and the insurance adjuster directs the driver what photos to take while viewing images in real-time.
   - Insurance specialist captures screenshots of the damage directly into the SOTI Assist ticket.

MORE THAN JUST REMOTE SUPPORT

In addition to its remote support capabilities, the SOTI ONE Platform can use remote control and view technology to make exciting new things possible:

- **Improve Team Collaboration**
  Team leads can interact with team members in the field ensuring that workers complete their tasks properly and on schedule.

- **Remote Training**
  Help desk personnel can visually guide workers step-by-step on how to perform tasks on their device or how to use a mobile app while the worker is out in the field. Remote workers can share their screen and stream video back to IT for guidance and advice on any device or app issues they encounter.

SOTI DELIVERS MOBILITY AND IoT MANAGEMENT

SOTI has been managing mobility for over two decades. We managed single-use mobile devices before smartphones were introduced, and now we are leading the way to making the IoT manageable. We have a proven track record of delivering powerful, easy-to-use Enterprise Mobility Management solutions for all industries. No matter where or how a device is used, the SOTI ONE Platform does it all: endpoints, apps, content, email and security are all managed from a single, unified interface.

SOTI®

SOTI is a proven innovator and industry leader for simplifying business mobility and IoT solutions by making them smarter, faster and more reliable. SOTI helps businesses around the world take mobility to endless possibilities.

soti.net