

SOTI



SOTI
MOBICONTROL XS



TRANSPORTATION &
LOGISTICS



HONEYWELL
DOLPHIN CT40



ANDROID



U.S.

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

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CUSTOMER STORY

Transforming Operations: iDC Logistics Configures Devices in Minutes with SOTI MobiControl XS

For nearly a decade, iDC Logistics (iDC) has enhanced operations for leading carriers across a wide range of markets, including consumer electronics, industrial products, food and beverage, general retail and more. Extensive experience, dedicated teams and top-notch facilities allow iDC to deliver best-in-class solutions to innovate companies with B2B and B2C supply chains.

The Challenge

iDC faced significant challenges when trying to resolve device issues without an Enterprise Mobility Management (EMM) solution. With no visibility into the devices that run its business operations or tools for remote troubleshooting, excessive downtime was a constant challenge. With no reliable tool to help identify issues, troubleshooting a device would take days. Additionally, the IT team would have to manually configure devices individually, which would take up to an hour per device.

When a device went down, a technician would visit the site to address the issue in person, which wasted time and resources. Additionally, iDC had no way of knowing if batteries would last full shifts, which impacted productivity. Apps were using excessive amounts of data, but the team lacked the metrics to pinpoint the root cause.

The Solution

Since implementing SOTI MobiControl XS (powered by SOTI MobiControl, SOTI XSight and supported by SOTI Premium Plus Service), iDC has real-time visibility across its entire device fleet. SOTI XSight Live View* enables iDC's IT team to locate devices in real-time and access essential device and business data for complete visualization and informed decision-making. With Remote Control, iDC can quickly troubleshoot issues remotely, minimizing device downtime. Device configuration has been rigorously simplified, and technicians can enroll devices while providing support remotely.

Additionally, iDC uses the SOTI XSight Battery Dashboards to analyze and optimize battery performance, prolong battery life and predict failures before they happen. The SOTI XSight App Usage Dashboard helps iDC view metrics that indicate which apps use the most data and identify apps that negatively impact productivity.

With SOTI XSight Incident Management, the IT team now efficiently manages support tickets by remoting into devices, reducing resolution times. This solution enables iDC to prioritize projects that drive the company forward.

The Result

SOTI MobiControl XS significantly reduces downtime for iDC and empowers both employees and management to focus on business-critical operations. With technological issues minimized, productivity has reached unprecedented levels. Device troubleshooting now takes one hour or less, a major improvement from the previous process involving on-site visits and substantial costs. iDC can now configure devices in just 10 minutes, enabling the organization to focus on key projects and priorities. SOTI helped iDC optimize operations and maintain seamless delivery for its clients through robust support and exceptional results.



“Without SOTI, iDC would not be where it is today. The capabilities of SOTI MobiControl XS allow our team to address issues quicker and more efficiently. We have improved our operations across the board, with high productivity levels among employees, and SOTI has truly put us on the road to success.”

Paul Schroeder, Manager, IT Operations
iDC Logistics