



MORE THAN JUST REMOTE SUPPORT

Over the last several years mobile technology has become business-critical. Industry analysts estimate that almost two-thirds of workers use a smartphone for remote work and the solutions they are using are increasingly strategic. There are more and more mobile workers using strategic enterprise solutions (CRM, ERP, SFA) and line of business applications anytime from anywhere. But this trend means that worker downtime is costlier and more disruptive than ever. Eliminating downtime, and making life easier for IT, is one of the core benefits of the SOTI ONE platform.

Versatile Remote Support Toolkit

Remote support is a key requirement for business mobility. It empowers IT and help desk staff to troubleshoot and fix device problems quickly, no matter where a worker is located. Together, SOTI MobiControl and SOTI Assist deliver a complete remote support solution for business-critical mobility and intelligent IoT endpoints. This includes:

Full remote control of mobile device	Remote control and view device information and apps for Windows Mobile, Windows 10, Android and Linux devices from a single solution, and remote view into iOS 11 and macOS devices.
Remote Control / View (Optionally, you can use a device skin on your PC to simulate interaction with physical buttons on the device)	Remote control/view devices on any HTML5-based web browser, including browsers on smartphones and tablets. Quickly verify the user's app or device problem, then remotely troubleshoot and fix the issue.
Ticket Management	Create, manage, tag, filter and search for incident tickets. Link tickets from related incidents to build a knowledgebase for future similar incidents.
Remote File Sync	Delete corrupted application files on the malfunctioning device, then drag & 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 applications. IT staff has several tools at their disposal to diagnose application issues, kill and restart applications, and even re-install corrupted applications on-the-fly.

Common Use Cases

Problem

Problem with Line-of-business application 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 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 application's process and kill or restart the application, if necessary
 - deletes and re-installs the application 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.



4. Transport driver contacts company help desk.
5. Help desk technician finds driver's device in SOTI MobiControl and creates a SOTI Assist ticket for assignment to insurance adjustor.
6. 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

Helpdesk personnel can visually guide workers step-by-step on how to perform tasks on their device or how to use a mobile application while the worker is out in the field.

Employee Mentoring

Subject matter experts or team leads can coach workers in the field as they encounter problems, or when they need advice. Remote workers can share their screen and stream video back to HQ to solicit guidance and advice.

SOTI delivers Mobility and IoT Management

SOTI has been managing mobility for two decades. We managed dedicated-purpose mobile devices before smartphones were introduced, and now we are leading the way to Unified Endpoint Management (UEM) and 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, SOTI MobiControl does it all: endpoints, applications, content, email and security are all managed from a single, unified interface.



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.

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