



# SOTI ONE NOVEMBER 2018 UPDATE

## OVERVIEW

As mobile technology drives deeper and wider into organizations, business-critical mobility is changing. More workers within the company are using more types, makes and models of devices running more critical apps and enterprise solutions. Workers that used to rely on a single work device are now required to juggle multiple devices to perform their jobs, and usually outside of the walls of the business. The increase in scale and complexity are introducing new challenges that force companies to re-think how they can effectively secure, manage and support their devices, while ensuring apps on these devices connect to their critical backend systems.

The November update of the SOTI ONE Platform addresses these challenges by simplifying support workflows, elevating the security and management across all OS platforms, and making it easier for apps to connect to backend systems. The November update of the SOTI ONE Platform includes:

- SOTI MobiControl 14.2 - Improved security, management and remote support across all OS platforms (Android, iOS, Linux, Mac and Windows) giving companies complete and consistent management regardless of OS.
- SOTI Assist 1.5 - Improved support workflow capabilities enabling help desks to respond to tickets faster, and better document and troubleshoot mobile issues.
- SOTI Snap 1.7 - Integration with over 1,000 applications, allowing organizations to quickly build apps that connect to their critical backend systems.



## SOTI SNAP 1.7

Integrating new technologies is one of the biggest challenges facing organizations today. Effective business workflows need data to flow between suppliers, customers, workers, backend systems, and service providers. Integrating apps with backend systems is critical to the digital transformation of many companies.

SOTI Snap 1.7 delivers new methods of enterprise integration. New data import/export features, server side scripts and new classes of widgets work together to make enterprise integration easy, and enable new types of workflows. Out-of-the-box integration with over 1,000 business apps via Zapier, Webhooks, and custom Rest APIs enable companies to connect to any backend system they need. And with integration to the SOTI ONE platform, companies can create unique management and help desk workflows that were previously impossible to achieve. SOTI Snap reduces the cost and complexity of mobile app development, so companies can focus on their core business.

### Data Import/Export Enhancements

Integrating mobile apps with enterprise solutions can be difficult and expensive. Business spend on systems integration services is expected to top a half a trillion dollars by 2025. SOTI Snap 1.7 makes it easy, and more cost effective to integrate apps with backend systems by providing the capability to import and export app data.

Snap app developers can now use custom REST APIs and map the API inputs and outputs to various fields within an app to send/receive useful information. SOTI Snap gives developers the ability to export app data to PDF files and store them in Google Drive, merge app data into customized email templates, and push app data into third party applications via Webhooks and Zapier integration.

SOTI Snap 1.7 lets app developers specify policies for deleting app data once it has been routed to another business application or database. This is useful for organizations concerned about their data being retained in third party cloud systems.

### Server Side Scripts

Mobile workers often need access to corporate data located in multiple systems. They lookup information in one application, such as customer information in a CRM application, and then use that data to reference other critical information, such as the status of the customer's order in the order management system.

SOTI Snap 1.7 introduces Server Side Scripts to make multi-app, multi-step workflows possible. Multiple app APIs get called in succession to retrieve or post useful data to the Snap app or backend systems. By dropping a simple button in a SOTI Snap app and linking it to a Server Side Script, the app can automate tedious workflows and involve multiple apps with the click of a single button.



## New Integrations with SOTI ONE Solutions

The power of the SOTI ONE platform comes from the integration between its solutions, enabling workflows that were previously unattainable. SOTI Snap 1.7 adds new integrations with SOTI MobiControl and SOTI Assist, allowing companies to develop new workflows that incorporate device management and help desk capabilities.

## Assemblies

SOTI Snap 1.7 introduces Assemblies — groups of widgets that are pre-configured to work together to deliver advanced app functionality. Assemblies accelerate app development by automatically grouping related widgets to solve common design challenges faced by developers. Assemblies include a wizard that gives developers step-by-step instructions how to configure widgets contained within the Assembly and connect them to backend systems. SOTI Snap's Assemblies automate common functionality required for apps, so developers can build their apps faster and with less effort.

## Widget Customizations

SOTI Snap 1.7 gives app developers more control over the look and feel, and behaviour of app widgets. App developers can customize the size, border styles and colors, and margins/padding of widgets. New widget rules can control the visibility widgets, and whether or not the widget requires the end user to provide data. These rules can be dependent on the conditions of other widgets, such as making a text field visible when a toggle widget in the app is toggled on.

## File Upload Widget

SOTI Snap has always supported the uploading of images, but SOTI Snap 1.7 takes these upload capabilities one step further. It introduces a File Upload Widget that enables an end user to upload a file located on their device. App developers can restrict the File Upload Widget to only accept certain file types.

## Enrollment via Enrollment ID

SOTI Snap previously supported enrollment using a username and password, or using an employee's Active Directory credentials. However, there are instances when workers or contractors don't have access to login credentials, or the device hosting the Snap is being used as a stand-alone device, such as a kiosk. To address these scenarios, SOTI Snap 1.7 now includes enrollment via enrollment ID. App developers can add enrollment rules that auto-generate enrollment IDs, which are also encoded as QR codes. When enrolling a device, the end user simply has to type in or scan the QR code corresponding to the enrollment ID. The enrolled device automatically gets associated with a SOTI Snap Group as defined by the enrollment rule associated with the enrollment ID. Administrators can also limit the number of devices that can enroll using a particular enrollment ID, or modify enrollment steps by omitting acceptance of the EULA & Privacy policy and requiring the enrolling user to enter a pre-defined password to complete enrollment.

# SOTI MOBICONTROL 14.2

Companies continue to invest in a variety of devices and operating systems to meet their unique business needs. These requirements can range from iOS and Android smartphones to Mac and Windows PCs, or even purpose-built devices running Linux. While the use cases for all these devices may differ, the need to secure and manage them does not. Companies need complete and consistent security and management to ensure that all of their devices operate securely and effectively. SOTI MobiControl 14.2 elevates the security and management across all OS platforms — Android, iOS, Linux, Mac, and Windows — giving companies complete and consistent management, regardless of OS platform.

## iOS Screen Sharing

Since the introduction of the first iPhone, iOS devices have offered limited capabilities for IT departments to remotely support them. However, the introduction of remote screen sharing in iOS 11 has changed this. SOTI MobiControl 14.2 incorporates iOS remote screen sharing in its industry-leading remote support capabilities. This new feature allows IT departments to remotely support their employee-owned and corporately-owned iOS devices wherever they are.

## Extending Android Enterprise on Samsung Devices

Support for Knox Mobile Enrollment (KME) and Enterprise Firmware over-the-air (EFOTA) has made SOTI MobiControl the go-to solution for deep management of Samsung devices. SOTI MobiControl 14.2 further improves the management of Samsung devices by enabling Samsung Knox management capabilities on Android Enterprise managed devices. This combination of Samsung Knox and Android Enterprise gives companies complete management of their Samsung devices.

## Syslog Integration

Syslog is a standard for message logging for IT software. Many organizations rely on Syslog messages to be notified of events and other information about devices and software running on their network. SOTI MobiControl 14.2 has added support for Syslog protocol standards RFC 3164 and 5242, giving IT administrators up-to-the-minute logging and auditing of device, user and system events generated by SOTI MobiControl.

## Microsoft HoloLens Support

Microsoft HoloLens is a holographic computer and head-mounted display that enables consumers and businesses to use mixed-reality for entertainment and work. Microsoft HoloLens lets businesses improve productivity by providing hands-free, context-aware information for workers. SOTI MobiControl 14.2 extends the solution's industry leading Windows 10 support to include the Windows 10 HoloLens edition, enabling businesses to secure and manage their HoloLens devices.

## Enhancements to Mac Management

SOTI previously added support for BYOD deployments of Mac computers in SOTI MobiControl 14.1. SOTI MobiControl 14.2 expands security and management of Mac computers to corporate-liable deployments, with the addition VPP and DEP support. Several business-critical management capabilities for Macs have been added to SOTI MobiControl, including remote control, location tracking and geo-fencing, scripting and OS update management.



# SOTI ASSIST 1.5

SOTI Assist 1.5 makes mobile device support faster and easier for end users. It delivers a powerful, new self-service portal that simplifies mobile issue reporting, tracking and resolution by mobile device users. Integration with corporate email systems enables users to send and receive problem updates directly from their mobile email client. Enhanced remote support now includes the ability to record videos remotely and add them to the problem ticket. SOTI Assist is the industry's first help desk solution that is 'purpose-built' to fix mobile device and app problems quickly.

## Unified Self Service Portal (SSP)

Laptop and desktop computers have long been able to create and manage support tickets using a single Self Service Portal (SSP). However, mobile device management solutions have not delivered the same functionality in their SSP. This limitation forces mobile workers to use multiple portals to view their mobile device entitlements as well as creating and managing support tickets.

The new SOTI Assist extends the SOTI MobiControl SSP and allows end users to initiate, update and monitor their mobile support tickets. SOTI Assist's Unified SSP ensures device users have quick access to self-serve management and support capabilities on all their managed devices.

## Workflow Enhancements

SOTI Assist 1.5 makes it easy for help desk technicians to stay informed of tickets that affect them and their customers. Help desk technicians and other company staff can be added as Watchers to any ticket. Whenever an update is made to a watched ticket, Watchers are notified of the update via email giving them real-time visibility into tickets of interest. Employees that are carbon copied on a help desk ticket email are automatically added as Watchers.

## Remote Control Improvements

If a picture is worth a thousand words, a video is worth a thousand pictures. SOTI Assist 1.5 adds video recording capabilities so that help desk technicians can record remote control sessions right from the help desk ticket. Video recordings are automatically added to the ticket providing valuable information on how to reproduce or resolve issues. SOTI Assist 1.5 also includes a task manager that help desk technicians can use to view, and even terminate, problematic apps or processes. In addition, through SOTI Assist's integration with the SOTI ONE Platform, help desk technicians will be able to send SOTI MobiControl scripts to devices during a remote control session, giving them power to resolve common issues on-the-fly.

### TO LEARN MORE:



Please contact a SOTI sales representative: [sales@soti.net](mailto:sales@soti.net)



Or sign up for a free 30-day trial of SOTI ONE: [soti.net/trial](https://soti.net/trial)

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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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