

# SOTI



SOTI MOBICONTROL



HEALTHCARE



ALCATEL 1 X & LG K8



ANDROID



EUROPE

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 SNAPSHOT

## Assist Care Group Slashes Time Spent in Tech Support by Over 90% with SOTI MobiControl, Saving £15,000 per year

Established in 1998 and known as a leading supplier of care services in West Sussex and Surrey, Assist Care Group specializes in high quality visiting and respite care for people of all ages. Assist Care Group provides tailored support to improve the lives of those in their care as well as their families. They employ 140 staff members including care providers and administrators, and have built a reputation for quality, reliability and trustworthiness.

### The Challenge

Assist Care Group wanted to move away from manual processes in their operations. Their paper-based records were often out of date, and critical information could not be communicated to staff on time when it mattered most. In late 2016, they converted all their manual documentation to electronic processes, and staff began documenting care visits via their mobile phones. As the organization began to establish their mobile infrastructure to support staff communication, they were worried about the challenges posed by BYOD practices, especially related to device leaks and security issues. As a result, Assist Care Group decided to purchase and manage the mobile devices staff members use to deliver high quality, in-home client care.

### The Solution

Assist Care Group was introduced to SOTI MobiControl by the Frontier Group. SOTI MobiControl offered a comprehensive list of features all in one, such as SOTI's unique Kiosk Mode functionality. In 2018, Assist Care Group upgraded 140 devices to Alcatel 1 X, with 70 LG K8's in the field and offices, all running Android OS. SOTI's remote control feature helps staff in the field overcome technical and user issues, which reduces downtime in critical situations where the health and safety of patients and staff are paramount. The location tracking feature allows the team to locate staff who are nearest to an emergency, while Kiosk Mode ensures security, by locking down devices to only the apps that are necessary for staff to perform their jobs.

### The Results

Assist Care Group has cut down technical support costs by over 90% with SOTI MobiControl. Improving efficiency has had a major impact on the company's office administrators as they no longer need to re-allocate care to patients, saving the organization £15,000 per year. SOTI MobiControl liberates highly skilled team members to work on more important tasks that are critical to daily operations, and focus on delivering excellent care to patients. SOTI MobiControl provides Assist Care Group complete visibility into their mobile operations. By remotely supporting staff in the field, they are no longer required to spend hours on the phone or ask staff to leave the field in order to fix their device. With SOTI MobiControl, Assist Care Group is empowered to view and manage devices in real-time, and can now resolve tech issues quicker, and more efficiently.



"SOTI MobiControl has brought us peace of mind. SOTI delivers an integrated platform that manages our organization's entire mobile fleet. We highly depend on this solution as it provides a great amount of control and built-in data safeguards on all our devices. SOTI MobiControl has saved us considerable time and effort by allowing our IT team to better manage our company's mobility initiatives and delivers incredible ROI."

**Tim Wilson, Assist Care Group**  
Managing Director

