

SOTI



SOTI
MOBICONTROL



SOTI
ASSIST



FIELD SERVICES



PANASONIC
TOUGHBOOK L1



ANDROID



UK

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

Innserve Toasts Success As It Saves 500 Hours Per Year with the SOTI ONE Platform and Panasonic TOUGHBOOK L1 Rugged Tablets

For more than 10 years, Innserve has been the leading independent national drinks dispensing business in the UK, with more than £100 million of assets maintained and serviced each year. Innserve supplies, installs and maintains drink dispensing systems in over 80,000 premises across England, Scotland and Wales. The company employs over 700 employees, with approximately 400 maintenance and installation technicians.

The Challenge

With updates required on technicians' mobile devices every two to three weeks, Innserve was finding it difficult to ensure devices were being updated when required. The company lost valuable time and resources reaching out to technicians to advise them to update their devices. In addition, to get a new device up and running, or to troubleshoot and fix mobile tech issues on a device, the IT team would spend upwards of two hours on the phone speaking with a technician to resolve the issue. These manual processes proved inefficient and time-consuming, negatively impacting the IT team's ability to respond to more critical tasks affecting the business.

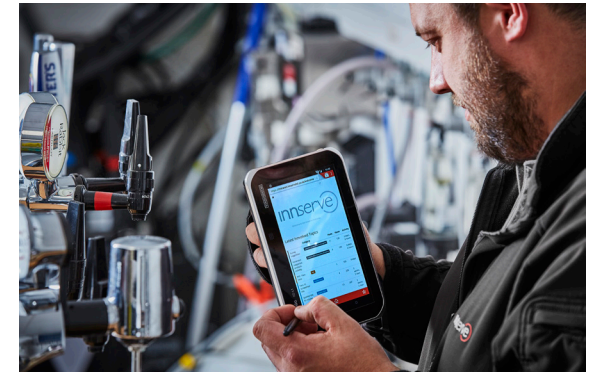
The Solution

The SOTI ONE Platform allowed for these software updates to be scheduled remotely across the company's Panasonic TOUGHBOOK L1 Android tablets before technicians began their service calls for the day, now taking minutes, not hours. Moreover, devices automatically sync with the central system. Technicians receive their daily appointment schedule, plan their routes and record information about service calls on their device. They can now also order parts, send emails, access HR systems and training videos, and share information with customers. To help keep each device secure, technicians can access apps through a single sign-on feature and have access to SOTI Assist, the industry's first diagnostic help desk solution built for mobile devices.

The Results

The ability to remotely manage mobile devices, push software updates and troubleshoot mobile device issues, empowers Innserve to drive efficiencies and stay ahead of the competition. Innserve no longer has to chase its technicians to update their devices because it can be scheduled and managed remotely using SOTI MobiControl, part of the SOTI ONE Platform. With tech improvements to the company's mobile infrastructure, each technician can now achieve an additional service call each day, saving 500 worker hours in the past year alone. SOTI MobiControl and Panasonic's TOUGHBOOK L1 tablet deployment have substantially improved Innserve's productivity and reduced the cost and complexity of its business operations, as well as increasing customer service levels by 25%.

innserve



"Our success story, as a business and an IT department, has been our ability to be flexible and pivot to meet the needs of our customers and our field technicians, and that is such a powerful attribute in our business. Not only have we reduced device downtime, we've also managed to improve our customer service levels and save over 500 worker hours in the past year leading to an increase in productivity. Our relationship with Panasonic and SOTI helps us to achieve this flexibility."

"We require rugged Android devices that are functional, reliable and competitively priced. But it is not just the device, it's the service and maintenance that comes with it that is critical to the running of our operations. In addition, because we develop our own desktop and mobile applications, ongoing support for future versions of Android is incredibly important to us to ensure we can continue to take advantage of future innovations."

Kieran Delaney, Innserve
Director of IT