SOTI ASSIST

MOBILE-FIRST DIAGNOSTIC HELP DESK FOR YOUR HONEYWELL MOBILE COMPUTERS

For many companies, the era of desktop computing has ended. They are deploying more and more Honeywell Mobile Computers to empower workers outside of the office. But more mobile devices and apps could mean more headaches and problems. Since most mobile devices are remote, fixing them is difficult and costly in terms of downtime. Companies need a quick and easy way to troubleshoot and resolve remote device problems.

Honeywell

MOBILE DEVICE SUPPORT MADE EASY

SOTI Assist is the industry's first diagnostic help desk solution that is 'purpose-built' to fix mobile device problems. It incorporates SOTI's award-winning remote control technology, making it easy and efficient to analyze and resolve the issues your Honeywell Mobile Computers experience from anywhere, at anytime. Integration with the SOTI ONE Platform gives help desk technicians instant access to device and app information, so they can fix problems faster the first time. SOTI Assist keeps your workers working and your help desk staff stress-free and productive.

WHAT SOTI ASSIST CAN DO FOR YOUR BUSINESS

DELIVER REMOTE SUPPORT FOR YOUR HONEYWELL MOBILE COMPUTERS

SOTI partners with Honeywell to get unparalleled insight into Google Android™ and Microsoft Windows® devices, as well as information about device capabilities. With this cutting-edge solution, you can:

- Provide remote support to any device, on any OS
- Better manage, save and access tickets
- Integrate with any email inbox to create and update received tickets
- Integrate with enterprise LDAP servers to link, view and assign tickets
- Pull in point-of-time device snapshots for all operating systems to view rich device information
- Download device logs from within a ticket or standalone remote control session to access historical device actions
- Whiteboard and annotate directly on the device screen to provide guided support

FIX DEVICE AND APP PROBLEMS FASTER

SOTI Assist contains a complete toolkit for tracking and fixing remote device problems, providing organizations with:

- Remote view and control, as well as file sync and help in fixing device and app problems quickly

- Integrated ticketing system to create, manage, tag, prioritize, filter and search for incidents for increased efficiency

- All device configuration information and app settings at your fingertips

BE SMARTER ABOUT MOBILE REMOTE SUPPORT

SOTI Assist delivers powerful features to help you manage and gain visibility into your support queue.

- You can link tickets to group incidents and build a knowledge base about how to fix similar problems in the future

- Define service level agreements (SLAs) based on ticket severity and view the status of tickets in a dashboard view

- Help desk technicians can see tickets assigned to them or use the directory services to assign tickets to their colleagues or team leads

- Segregate incidents by teams, departments, business units and customers to better manage and resolve tickets, and avoid accidental intermixing of confidential data

SOTI ONE SIMPLIFIES YOUR BUSINESS MOBILITY

The **SOTI ONE Platform** intuitively integrates all your Enterprise Mobility Management (EMM) needs into one unique, easy-to-use platform. It will help reduce the cost, complexity and downtime related to business-critical mobility. Comprised of seven unique and revolutionary components, the SOTI ONE Platform removes functional silos to create a single platform that helps to eliminate downtime, build apps faster and manage all mobile and IoT devices in one place.

INTEGRATION WITH THE SOTI ONE PLATFORM

Through integration with SOTI Assist, the SOTI ONE Platform allows you to:

* Automatically request detailed device information from SOTI MobiControl to expedite problem resolution

* Add remote support capabilities to your custom apps created through SOTI Snap

* Interact with a community of product experts, partners and customers through SOTI Central to get the answers you need

* Export data to SOTI Insight for further analysis and long-term storage

* Create and view diagnostic help desk tickets about your IoT devices directly from SOTI Connect

HONEYWELL DEVICE MANAGEMENT

The SOTI ONE Platform makes it easy to manage your Honeywell Mobile Computers. It simplifies the security and management of multi-form factor and multi-operating devices in your multi-purpose mobility ecosystem – all through a single, easy-to-use interface. Experience the best of rapid deployment and provisioning, enterprise integration, remote support and application management.

TO LEARN MORE:

Contact your Honeywell Sales Rep:

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