

SOTI



SOTI MOBICONTROL



HEALTHCARE



HONEYWELL HANDHELD
BARCODE SCANNERS



SAMSUNG TABLETS



ANDROID



AUSTRALIA/
NEW ZEALAND

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

National Pharmacies Secures 10X Return on Investment Using the SOTI ONE Platform

National Pharmacies is one of Australia's largest and most progressive retail pharmacy and optical groups. Founded in 1911, National Pharmacies is a membership-based mutual organization, returning profits made through its operations to members in the form of benefits and discounts. The company has an extensive selection of products and services in South Australia, Victoria and New South Wales. National Pharmacies also operates optical stores in South Australia.

The Challenge

National Pharmacies started using mobile technology five years ago, moving from fixed terminals to help automate the stock replenishment process and improve member engagement, both through in-house mobile apps. Having originally employed Maas360 to deploy devices, the company needed greater functionality and better support for its users. With more mobile devices being used within the business, remote functionality became a critical feature that their existing provider could not supply. National Pharmacies needed to deploy mobile apps remotely and struggled with a lack of visibility into their devices in the field.

The Solution

Since implementing SOTI MobiControl, National Pharmacies has seen an immediate impact, with a 10X return on investment (ROI), saving both time and money across their operations. Prior to SOTI MobiControl, many processes were managed manually, which in turn drove up IT costs in the form of additional staffing. SOTI was able to provide a full, no cost proof of concept for National Pharmacies on their devices, in their environment, and assist them with all the challenges encountered throughout their deployment with ease.

The Results

National Pharmacies saw a reduction in IT support by approximately \$100K AUD per year, as they no longer needed to devote full-time staff to support their previous supplier's technology. The reduction of local retail store IT administration led to additional savings of over \$180K AUD across the entire retail store network. The initial investment provided three-year savings of over \$50K AUD against their existing Maas360 technology and allowed them to expand their mobile device usage through remote control functionality. In addition, the IT department had a double-digit reduction in the number of help desk tickets logged for mobile devices, resulting in improved client satisfaction. They were also able to accelerate the transition from desktop to mobile technology within the organization. In partnership with SOTI, National Pharmacies was able to stop working in the business and start working on the business.



Where wonder meets wisdom.



“Our pharmacies continue to keep pace with emerging mobile technologies, and we are always looking to improve the patient care experience. Mobile technologies are considered part of our critical infrastructure in delivering health solutions and SOTI MobiControl provides us with the right tools for the job; verifying each device has the right software updates, right permissions and comprehensive logging to ensure privacy is respected for each patient.”

Joe Polisena, National Pharmacies
Chief Technology Officer

