



SOTI MOBICONTROL



T & L



HONEYWELL EDA51



ANDROID



EMEA

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.

CUSTOMER STORY

Breezemount Saves 136 Hours on Mobile Device Troubleshooting and Diagnosis with SOTI MobiControl

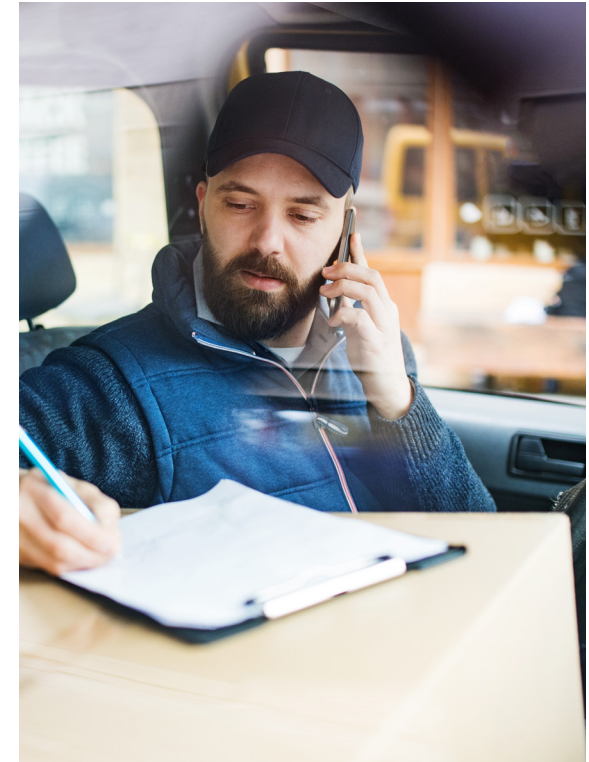
Breezemount has grown to become one of UK and Ireland's leading two-person home delivery providers with over 100 vehicles. Founded in the mid-1990s, Breezemount fulfills more than one million deliveries every year with a full delivery experience offered to their customers, including real-time tracking, secure warehouse storage and ongoing customer support. Alongside delivery fulfilment, Breezemount has expanded to include warehouse and storage services. The company provides its services seven days a week, 362 days a year, providing customers with a choice that consistently meets their needs.

The Challenge

With a large fleet of vehicles and a growing demand for business, Breezemount soon realized its existing mobile device infrastructure was no longer fit for the job. Drivers regularly encountered issues, including capturing customer signatures at the point of delivery as well as ensuring they were ePOD compliant with the data they were capturing on their devices. They also faced a significant challenge with out-of-date delivery times, causing disruption to delivery schedules customers were expecting.



Breezemount



"With an end-to-end mobile technology solution provided by SOTI, including its ongoing managed service support for our home delivery services, our drivers are now fully connected to the information they need in the field. This ensures our customers receive the best delivery experience. SOTI has played a critical role in helping us to improve our operations."

Gareth Parry, Breezemount
Head of IT & Business Improvement



SOTI MOBICONTROL



T & L



HONEYWELL EDA51



ANDROID



EMEA

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.

The Solution

With SOTI MobiControl, Breezemount is now able to remotely troubleshoot any device issues the drivers are experiencing. Operations managers can also give drivers specific times that devices need to be recharged, alert them if their devices need to be returned to the central office, track devices to ensure complete visibility of its mobile assets, and limit access to applications on each device to help reduce costs and improve productivity. Breezemount also benefits from an easier administrative process with SOTI MobiControl and has been able to reduce the number of spreadsheets it uses.

The Results

Breezemount has saved up to 136 hours of time troubleshooting and diagnosing issues with its mobile devices as well as getting new devices up and running in a maximum of 10 minutes. The home delivery service that Breezemount provides has been significantly enhanced and its drivers are now constantly updated on the latest delivery routes. The customer experience has been greatly improved and capturing customer data is now more secure and accurate.



Breezemount

