



SOTI MOBICONTROL



IT SERVICES

SAMSUNG | GOOGLE | REALWEAR  
GETAC | LLVISION | ISAFE

ANDROID



GLOBAL

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.

SOTI.net

# CUSTOMER STORY

## SOTI Helps AMA Reduce Time Spent Updating Mobile Devices From 1 Year to 2 Weeks

With seven years of proven experience in remote assistance solutions, AMA is helping medical institutions and industrial organizations of all sizes accelerate their digital transformation. Its market-leading XpertEye Assisted Reality platform has been deployed in more than 100 countries, addressing a wide range of applications like remote diagnostics, inspection, scheduling and workflow management. AMA has a worldwide presence with offices in Canada, China, France, Germany, Hong Kong, Italy, Japan, Romania, Spain, the UK and the USA. The company, with over 150 employees and over 450 customers, went public on the French Stock Exchange in 2021.

### The Challenge

AMA needed a secure, on-premise solution to help support multiple mobile device types at the same time as integrating legacy devices and adding new capabilities when required. AMA was having to manage updates on new devices that were costly and time-consuming, taking as long as a year to perform. They had around 3,000 devices that needed to be brought under a single central management platform.

### The Solution

SOTI has enabled AMA to integrate all 3,000 devices into one central platform. This solution provides AMA customers with access to services in one, easy-to-access location. In addition, AMA can now manage multiple mobile device types regardless of the operating system. Using SOTI MobiControl ensures that these devices now have an added layer of security. SOTI's expertise and management of other types of technology has also allowed AMA to effectively manage smart glasses in its operations.

### The Results

Device updates could take AMA up to a year to perform, but since working with SOTI, this now takes only two weeks to complete. SOTI has also enabled the business to scale in other countries thanks to the speed at which devices can now be deployed and updated. Over the next 12 months, AMA is planning to migrate an additional 3,000 devices using SOTI solutions.

**AMA**  
Digital Accelerator



**"SOTI has really helped us scale our business. We are no longer constrained by poor systems and a lack of device integration. The speed at which we can issue updates using one central platform has been staggering. Not only has SOTI helped us to grow and realize better cost and time savings, but their personalized technical support has really helped our team and added considerable value to our business."**

**Guillaume Campion, AMA**  
VP of Product & Partnerships

