

# SOTI



SOTI MOBICONTROL



FOOD MANUFACTURING/  
SERVICES



HONEYWELL CT60,  
ZEBRA TC21



ANDROID



EMEA (ITALY)

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 STORY

## SOTI Reduces Downtime and Facilitates the Seamless Installation of Device Upgrades for Iper La grande i

Founded in 1974, Iper La grande i is one of the largest food distribution supermarket chains in Italy. The company experienced rapid growth and ventured into different categories within the food sector. This includes all fresh products, food made from scratch and restaurants that serve recipes made with in-store ingredients. As a fast-growing organization, customer satisfaction, food safety and territory protection, along with value for money, are core to the business.

### The Challenge

With a shift towards remote working, Iper La grande i needed to find a solution to support their employees when dealing with device issues. There was no solution in place to help reduce device downtime. Devices in the field had to go back to headquarters for assessment and for the installation of any required software updates. Due to this, the deployment of the replacement device was delayed, impacting productivity. Iper La grande i needed a secure, reliable solution capable of pushing out regular application updates, along with device configuration changes.

### The Solution

ATON, a full-service provider to Iper La grande i, proposed SOTI solutions to address these challenges, having partnered with SOTI in Italy for three years. SOTI provides the ability to manage smartphones, mobile phones, printers and other IoT devices to enhance business operations and help the IT and support teams focus on providing great food and customer service.

SOTI supports a wide range of devices across the Iper La grande i network. This includes Honeywell CT60 and Zebra TC21 devices. The remote support and device management capabilities of SOTI MobiControl enable the quick adoption of applications and devices.

### The Result

With the help of SOTI MobiControl, Iper La grande i saved an average of five minutes per device for deployment updates to their mobile device fleet, across 22 stores in four regions. In total, this saved them on average over 19 hours for deployment updates.

SOTI MobiControl also provides troubleshooting software to resolve support issues in the field quickly. With tickets being recorded and managed, device issues can now be identified and resolved efficiently across multiple user groups and profiles with no downtime, making life easier for both employees and customers.



**“Our partnership with SOTI has been of great value. SOTI helps us manage our mobile devices, increase productivity and keep the company growing. Added values such as the reduction of downtime and increased employee satisfaction have really made a difference.”**

**Marco Del Bene, Iper La grande i**  
IT Product Manager, Store Supply Chain