

# SOTI



SOTI MOBICONTROL



T & L



ZEBRA MC65,  
SAMSUNG XCOVER 3



ANDROID



SWEDEN & DENMARK

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 MobiControl Enables PostNord's Mobile Business Operations for More Than a Decade

PostNord is a state-owned enterprise, 60% by the Government of Sweden and 40% by the Government of Denmark. The company delivers 1.2 billion letters and 226 million parcels annually with net sales of approximately 40.7 billion SEK. PostNord prides itself on being a trusted business partner with a mission to connect people and businesses reliably, efficiently and on time.

### The Challenge

Over the past decade, PostNord's business processes evolved and digitalization significantly impacted the sector. As a result, the number of devices, operating working hours, deliveries and orders increased rapidly. Device lifecycle management became more crucial than ever before. With the growth of teams across several locations, managing an expanding device fleet became essential.

PostNord experienced a surge in deliveries as COVID-19 became prevalent and needed to capture and accurately report on customer signatures in real-time at the point of delivery. Identifying necessary software updates, updating device batteries and determining the applications needed for specific user groups became challenging. PostNord needed a new way to efficiently sort and manage thousands of devices remotely. More devices and higher demands also brought on greater risks and made security a top priority.

### The Solution

SOTI and PostNord created a customized system to update multiple devices remotely in a secure, controlled way. Device updates are done outside of working hours to minimize employee disruption and prevent downtime. With SOTI MobiControl, the company created an alert system to keep track of stolen devices and address security concerns. If a device is stolen, an alert is sent when the device activates and connects to SOTI MobiControl. This allows PostNord to easily locate stolen devices and report them missing. They can place them in lockdown mode and remotely wipe all information if necessary. The same goes for the devices placed in self-service desks at retail stores. Since the devices are not always monitored by staff, this solution is crucial for keeping them secure.

### The Result

With the help of SOTI MobiControl, PostNord can support, maintain, update and secure its devices with ease. PostNord can now keep track of the lifecycle of devices and manage those devices from a single dashboard, removing the need for tracking through Microsoft Excel. PostNord can solve technical issues remotely, which has led to savings in support costs. The team identified a decrease in downtime and an increase in customer satisfaction, creating more efficient processes to collect and manage device information securely.

# postnord



"SOTI MobiControl has been a big part of our business for many years. Much of what we can do today, thanks to SOTI, was possible a few years ago, but recently our business has evolved, and the need for a technology solution to efficiently manage our thousands of devices has significantly increased. Without SOTI MobiControl, we could not have provided the level of service our customers know and expect of us."

**Gert Friis-Larsen, PostNord**  
Nordic & Country Service Manager

