

SOTI



SOTI MOBICONTROL



EMERGENCY SERVICES



HANDHELD ALGIZ 10X



WINDOWS



ICELAND, 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.

SOTI.net

© 2022, SOTI Inc. All Rights Reserved.

CUSTOMER STORY

SOTI MobiControl Keeps Firefighters and Ambulance Staff Focused On What Really Matters

The fire station Slökkvilið höfuðborgarsvæðisins (SHS) has kept the citizens of Iceland safe for many years. Receiving approximately 120 emergency calls per day requiring firefighting, rescue and ambulances services, SHS has no time to make mistakes. With four stations located across the capital area of Iceland, they make sure that citizens in each community stay safe 24/7. They receive a variety of calls, requiring different responses to either combat fires, assist with rescue operations, injuries or other various incidents that demand specialized equipment and knowledge. With 20 ambulances and six fire trucks in use, a smooth-running operation without any errors is crucial for the staff, but especially for those whose lives are in danger.

The Challenge

For many years SHS supplied outdated mini-PCs to each emergency vehicle. When a PC experienced an issue, staff were required to track down the vehicle to manually solve the problem to avoid further downtime. This made it hard to manage and keep the computers up-to-date. Also, SHS had to ensure the safety of firefighters when smoke diving. Calculating for oxygen tanks during smoke diving had to be done manually with a pen, paper and mental arithmetic. When moving from mini-PCs to modern tablets, and with the increase in the number of tablets needed, it became more difficult to ensure uptime and keep the tablets up-to-date.

The Solution

SHS was recommended SOTI's solutions in 2017 and upon the adoption of SOTI MobiControl, they immediately experienced the benefits of a sophisticated Enterprise Mobility Management (EMM) solution to manage their tablets remotely. SOTI's platform allows SHS to remotely manage tablets without having to personally locate and troubleshoot the specific tablet. SHS no longer needs to worry about solving unexpected problems while out on a call.

The Result

With the help of SOTI MobiControl, SHS' valuable time and money is saved as they do not have to hire extra IT staff to manage downtime. SHS has seen their productivity increase as any tablet related problem can be quickly fixed remotely, enabling their operation to run smoothly. Now when SHS receives emergency calls, the information is automatically uploaded to the tablet in the vehicle and the route to the incident is shown. By utilizing years of accumulated data, the routes have been analyzed and generated by maps from Samsýn to create efficiencies, enabling the driver to arrive at emergencies faster.

Thanks to the collected data, SHS has the possibility to calculate the most efficient location of a fire station to ensure emergency vehicles have quicker access to the best routes. Moving from pen and paper to tablets SHS can now also keep track of the oxygen tanks levels with a preregistered function in each of the firefighter's tanks and ensure uptime of these tablets with SOTI.



“SOTI has been a crucial part of SHS’s operations during the COVID-19 pandemic. With the number of tablets and emergency calls increasing, managing computers physically at the stations was difficult. SOTI MobiControl has allowed us to become more efficient in our operations which then allows us to better serve our communities.”

Ólafur Kristján Ragnarsson, SHS
Software Developer

