SOTI

SOTI MOBICONTROL

TRANSPORTATION & LOGISTICS

ZEBRA WEARABLES & SCANNERS
MOBILE COMPUTERS SMARTPHONES

ANDROID | WINDOWS CE APPLE iOS

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 MobiControl Reduces Bleckmann's Device Set-Up Time by 50%

Founded in 1862, Bleckmann developed from a transport company to a full supply chain solutions provider for the fashion and lifestyle industry with specific expertise in e-commerce fulfillment. From its strong base in Europe, it expanded into the U.S. and Asia to serve customers around the world. Bleckmann's vision is to enable sustainable growth of fashion and lifestyle brands through data-driven logistics solutions.

The Challenge

Bleckmann merged with TNT Fashion and Belspeed. Both companies were using different software to install, configure and manage mobile device fleets. Bleckmann needed a simple and efficient way to update, support and view devices from a single pane of glass. Streamlining the management of multiple operating systems (OS) and warehouse management systems (WMS) was also required.

Bleckmann had thousands of devices which needed to be secured. The lack of visibility of devices and the difficulty in pushing software and firmware updates were major challenges across multiple locations with teams expanding across regions. Previously, the team addressed and solved issues manually, which led to hours of costly downtime, including travel time and expenses.
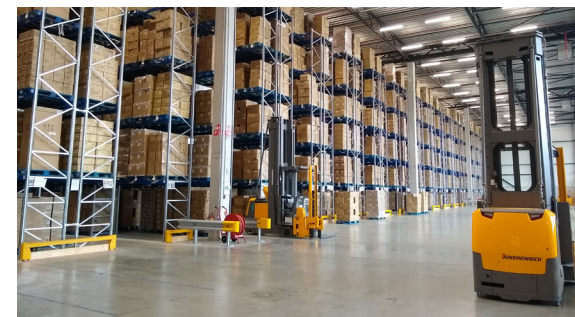
The Solution

Bleckmann required remote support and management for all global device management. SOTI MobiControl collects Bleckmann's data centrally and troubleshoots device issues quickly and 100% remotely. The IT team also successfully phased out all legacy systems causing security and global IT support issues.

Bleckmann now has a complete view of its device fleet and the ability to push software updates when needed to maintain productivity and avoid warranty issues. The company has two fully certified SOTI MobiControl Support Technicians in-house to resolve issues remotely and efficiently for the entire organization.

The Result

Bleckmann completely revamped its IT infrastructure, enabling extensive growth and expansion of services. Its in-house IT team doubled the rate of device installations. There has been a 50% reduction in the time spent setting up devices in-store. When devices move between operational sites, SOTI MobiControl minimizes the time it takes to get them up and running by 75%.

After successfully implementing SOTI MobiControl, the team is exploring SOTI XSight to assist with advanced operational intelligence into device health and performance, such as identifying and resolving Wi-Fi coverage issues in the warehouse to increase employee productivity.

> "SOTI MobiControl has been a game-changer for our operations. This EMM solution allows us to troubleshoot issues quickly and 100% remotely. Thanks to our in-house IT team working directly with SOTI MobiControl, Bleckmann has doubled the number of devices seamlessly installed into our fleet. We are excited for what the future holds in our journey with SOTI."
>
> **Dirk Hofkens,**
> **Global IT Infrastructure Manager**
>
> Bleckmann

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