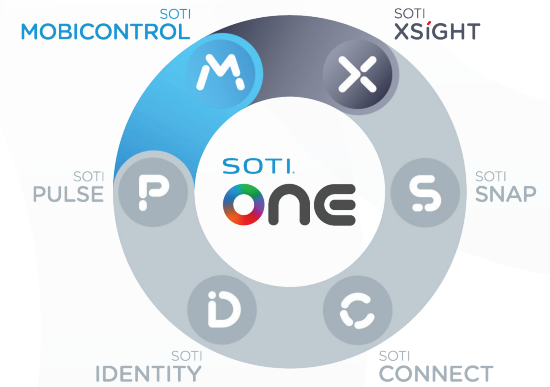


INDUSTRY USE CASE

FOOD MANUFACTURING COMPANY MAXIMIZES REVENUE AND CUSTOMER SATISFACTION WITH SOTI MOBICONTROL XS

This company is a food manufacturer and a subsidiary of a leading industrial conglomerate in Saudi Arabia, with operations spanning the Gulf countries and the Middle East. The parent company is a premium provider of quality foods with high standards and state-of-the-art production facilities. It formed the subsidiary as a premium quality provider of bread to the entire region.



THE CHALLENGE

The company's key priority is increasing sales productivity to maximize revenue growth and maintain a high level of customer satisfaction. Prior to the implementation of SOTI XSight, the company lacked any operational intelligence tools to predict battery failures. Additionally, instead of repairing devices when issues occurred, the company chose to replace devices. This resulted in unnecessary expenses and downtime which negatively impacted the productivity of its sales force. A lack of Incident Management and Advanced Diagnostic tools restricted the company's ability to provide remote technical support, making it challenging to sustain revenue generation and customer satisfaction.

THE RESULTS

With SOTI XSight, the company is increasing productivity and reducing revenue losses. By reducing downtime, customers receive quality service, increasing customer loyalty and retention. Based on industry averages, the company can expect to save more than \$200,000 USD per year, by reducing the impact of device downtime. Additionally, the company is expecting to save more than \$100,000 USD, as customer satisfaction has increased with improved Advanced Diagnostic capabilities.

THE SOLUTION

The company installed SOTI MobiControl XS Cloud to support the fleet of Samsung devices and SOTI XSight was introduced during the Proof of Concept. Now, the Battery Usage Dashboard provides the company with an at-a-glance view of key battery health indicators which allows for the timely replacement of unhealthy batteries, minimizing device downtime. The Incident Management and Advanced Diagnostic capabilities of SOTI XSight reduces incident resolution time. Remote Control gives IT support staff the ability to diagnose issues remotely which supports their customer satisfaction and revenue generation.



SOTI



FOOD MANUFACTURING



BATTERY USAGE DASHBOARD, DATA USAGE DASHBOARD, INCIDENT MANAGEMENT & ADVANCED DIAGNOSTICS



SAMSUNG KNOX



ANDROID



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.