SOTi.net
We Manage Mobility

# Pocket CONTROLLER
## ENTERPRISE

# Remote Support your Mobile Devices!

Enterprises in today's global marketplace are taking advantage of wireless mobile technology to manage their supply-chain and provide real-time business intelligence to key decision makers. The challenge is to effectively support this proliferation of technology. Pocket Controller-Enterprise meets this challenge by providing remote helpdesk and support software for devices running Windows Mobile 5, Pocket PC 2003, CE 4.2 and below, built for networks where direct IP addressing is possible. The ability to remotely support these devices, through one, central point of control, sets Pocket Controller-Enterprise apart from its competitors.

### The Ideal Solution
Pocket Controller-Enterprise has been developed for organizations that are using mobile technology to manage the various facets of their business. This includes areas such as sales force automation, supply-chain management, patient care, transportation and many others.

### Benefits
• Reduced worker downtime
• Simplified device management
• Shortened learning and training curves
• Reduced support costs
• Decreased labor costs
• Increased ROI

# Features

**Wide range of features:**
Real-time remote control, file/data transfer, registry editing, remote task management, remote scripting, system status, battery status, soft/hard device resets and much more.

**Award-winning technology:**
Robust architecture supports everything from a small mobile workforce to a geographically dispersed mobile enterprise.

**Management console:**
Provides IT staff, including helpdesk and operations personnel, a centralized view for supporting mobile devices.

**Cost effective:**
With its full featured set and competitive price (one third to one half the cost of competing products), organizations can achieve the potential ROI of mobile solutions.

# Case Study

**Situation:**
A mid-sized supplier of auto parts located in Detroit, Michigan has deployed mobile devices to manage shipments from its warehouses in Flint and Pittsburgh. To date they have deployed 250 devices to the warehouses.

**Problem:**
When problems occur, support technicians need to be dispatched from the head office to the Flint and Pittsburgh warehouses. Often, the support technician spends several hours traveling and resolves the problem within a couple of minutes of arriving at the warehouse. In some cases, the problem is just a simple user error. This causes significant worker downtime, as well as significant costs to dispatch technicians, jeopardizing the cost-effectiveness of the solution.

**Solution:**
Pocket Controller-Enterprise has been installed on the helpdesk consoles at head office and devices are configured with agent software. The warehouse devices are now supported through the Pocket Controller-Enterprise management console and issues such as registry configuration, battery status, file/data problems are handled remotely. User errors can now be remotely diagnosed and corrected using the remote control functionality included in the product. Worker downtime and the expense of dispatching technicians are obviated.

# About SOTI

With more than 80,000 customers around the world, SOTI Inc. is the world's leading provider of Mobile Device Management and security solutions for the Enterprise and Consumer spaces.

Building on its industry-acclaimed Remote Control technology, SOTI Inc. has developed several bestselling products, including SOTI MobiControl.

# Contact Us

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