

• • • Pocket Controller-Enterprise

Remote Helpdesk, and support software for your mobile field force



Pocket Controller-Enterprise for mobile device remote support

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 the entire mobile enterprise. The ability to remotely support a diverse array of devices, through one, central point of control sets Pocket Controller-Enterprise apart from its competitors.

Solution Overview

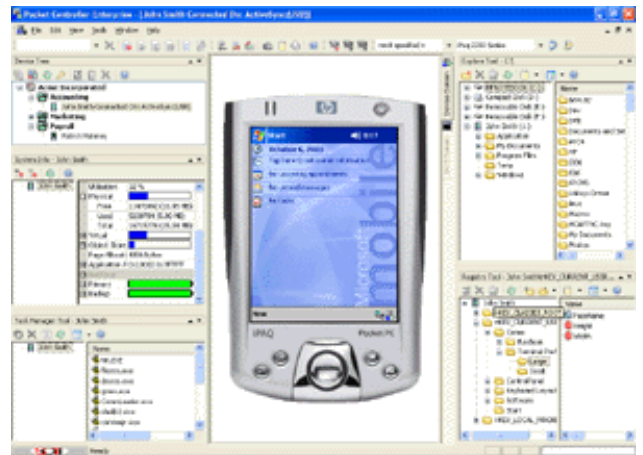
Pocket Controller-Enterprise has been developed for organizations that are using mobile technology to manage the various facets of their business. This includes areas such as sales force automation, supply-chain management, patient care, transportation and many others.

The Challenge: given the emergent nature of mobile technology and the diverse array of available hardware, supporting users has become a serious threat to achieving an acceptable ROI.

The Pocket Controller-Enterprise Solution: Pocket Controller-Enterprise meets the challenge of supporting mobile devices by providing a full-featured Remote Helpdesk that includes: 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.

Built on SOTI's award-winning technology, Pocket Controller-Enterprise features a robust architecture that can support everything from a small mobile workforce to a geographically dispersed mobile enterprise.

The Pocket Controller-Enterprise Management console gives IT staff, including helpdesk and



Operations personnel, a centralized view for supporting all of the mobile devices in their organization.

Supporting mobile workers also needs to be cost effective or organizations will not achieve the potential ROI of mobile solutions.

Pocket Controller-Enterprise, with its full feature-set and competitive price (one third to one half the cost of competing products) makes the achievement of such returns a reality.

Cost/Benefits

Productivity Benefits

- Reduced worker downtime
- Simplified device management
- Shortened learning and training curves

Cost and Revenue Benefits

- Reduced support costs
- Reduced labor costs
- Increased ROI

Solution Summary

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 head office to the Flint and Pittsburgh warehouses. Often the support technician spends several hours traveling and resolves the problem with a couple of minutes after 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 and jeopardizes the cost-benefits of the solution.

Solution: Pocket Controller-Enterprise was 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 is obviated.

About SOTI Inc

SOTI Inc is a global leader in the development of mobile device solutions and the creator of a number of award winning products including Pocket Controller-Enterprise.

SOTI recently introduced MobiControl which extends the functionality of Pocket Controller-Enterprise by providing enhanced helpdesk features with software/data management and delivery.

Next Steps

Please visit us at: www.soti.net to get more detailed information on Pocket Controller-Enterprise and download a fully-functional trial version.

To contact our sales department and book an on-line demo please email us at: sales@soti.net.

