

# STEF

## CASE STUDY

### SOTI Helps STEF Keep Things Cool

STEF is a European leader in temperature-controlled logistics and transport services. The Group carries fresh, frozen or thermosensitive products from their production to their consumption sites under the best conditions for food safety, lead time and quality. STEF's 18,000 employees operate an extensive logistics network in France, Italy, Spain, Portugal, Belgium, the Netherlands and Switzerland. In 2017, STEF's annual turnover was almost 3 billion EUR.

### The Business Challenge

STEF operates 24 hours a day, seven days a week in over 230 warehouses, as well as 2,050 vehicles and 2,050 refrigerated trailers. Every day STEF transports over three million kilograms of goods across 15 countries within Europe.

Mobile technology is critical to the company's success. They use over 5,000 Android-based Zebra mobile computers in their warehouses to scan barcodes on packages, parcels and pallets for real-time inventory management. Outside of the warehouse, STEF has deployed Archos smartphones to every driver. The Android-based device runs a custom mobile app called Mtrack that provides real-time shipment and delivery status.

As the size and complexity of their mobility program grew, STEF needed a mobility management solution to make it work better. They needed help deploying mobile devices across Europe quickly and easily, as well as the ability to lockdown devices to maximize worker productivity and prevent unauthorized use. STEF's IT department needed a way to deliver remote support to their widely distributed and mobile workforce while updating the custom Mtrack app silently in the background.

**Vertical:** Transportation and Logistics

**Region:** Europe

**Device:** Rugged Zebra Mobile Computers & Archos Smartphones

**Platform:** Microsoft Windows CE and Google Android

#### Mobility Management Challenges

- Deploying devices to large, distributed and mobile workforce
- Manage application updates for custom STEF app, Mtrack

#### Mobility Management Benefits

- Kiosk mode optimizes device usability and prevents many device problems
- STEF saves tens of thousands of man-hours on device deployment

*"SOTI MobiControl makes everything faster and easier – quicker device deployments, faster remote support and easier updates for our critical mobile apps."*

**Michele DE GIORGIS,**  
*Directeur des Infrastructures-  
Opérations-Architecture/CTO*



## The Solution

STEF has been a happy SOTI customer since 2012. They first deployed SOTI MobiControl to secure and manage their warehouse devices, rugged Psion handheld computers running Microsoft Windows CE. However, considering the Windows CE end-of-life and the greater choice of devices, STEF decided to standardize on Google Android smartphones and tablets for both their warehouse workers and their drivers. SOTI's industry-leading cross-platform support and innovative Android+ technology made it easy to migrate their mobility program from Windows CE to Android.

SOTI MobiControl enables STEF's IT department to enroll, configure and provision mobile devices remotely. New devices are shipped to STEF offices across Europe, then configured and provisioned according to user role. STEF configures devices in kiosk mode and employs whitelists/blacklists for Data Loss Prevention, malware protection, and optimizing worker productivity. In addition, SOTI MobiControl was the only EMM solution to allow multi-platform remote control to fix mobile device and app problems in the field. Lastly, SOTI MobiControl streamlined monthly updates of the company's custom driver support app, Mtrack.

## The Results

SOTI MobiControl helps STEF's IT department to deploy, secure and manage mobile devices across Europe. The company calculates that remote enrollment and provisioning saves two to four man-hours per device, plus reduced shipping costs. SOTI MobiControl saves STEF tens of thousands of man-hours per year on device deployment alone.

STEF also saves time and money using SOTI MobiControl's amazing remote support features. Warehouse staff and drivers depend on their mobile devices and apps to do their jobs. When their device goes down, workers stop working. IT staff uses SOTI MobiControl's remote control, file sync and 2-way chat to fix the problem quickly and easily.

SOTI MobiControl has simplified the management and distribution of STEF's strategic mobile app, Mtrack. Monthly OTA updates are installed silently, without end-user intervention. STEF's mobile workforce is always using the latest version of Mtrack. This is important as STEF has big plans for Mtrack with the eventual goal of eliminating paper from their shipping and delivery operations.

