



# MORE THAN JUST REMOTE SUPPORT

Over the last few years' mobile technology has become business critical. Industry analysts estimate that almost two-thirds of employees use a smartphone for their work. The solutions they are using are increasingly strategic. For example; mobile CRM, ERP, SFA and industry specific applications are being used almost anytime and from anywhere. This development means that worker downtime is costlier and more disruptive than ever. Eliminating this downtime, and making life easier for IT, is one of the core benefits of a good enterprise mobility management solution. One of the most useful features of mobility management is remote support.

SOTI Solution Series

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# Versatile Remote Support Toolkit

Remote support is one of the key components of industry leading mobility management solutions. It empowers IT and Help Desk staff to troubleshoot and fix device problems no matter where they are located. There are lots of different tools in the SOTI MobiControl's remote support toolkit, including:

<b>Full remote control of mobile device</b> (Optionally, you can use a device skin on your PC to simulate interaction with physical buttons on the device)	Quickly verify the user's problem, and remotely troubleshoot the device to fix the problem as quickly and easily as if the device was in their hand.
<b>Remote browse and copy or delete files on the mobile device</b>	Delete corrupted application files on the malfunctioning device, and drag & drop working copies of those files remotely onto the device.
<b>Live two-way chat</b>	IT staff can communicate with the remote user quietly, at any time, and from any location to send; PINs, passcodes and important links to applications or documents.
<b>Screen / video capture</b>	Capture device error codes or demonstrate complicated sequences, send them to IT to enable proactive investigation and a quicker fix.
<b>View and interact with device application and process manager</b>	Many device problems are caused by faulty mobile applications. IT staff has several tools at their disposal to diagnose application issues, kill and restart applications, and even re-install corrupted applications on-the-fly.
<b>Remote initiation of device restart or soft reset</b>	When a mobile device or application gets into a un-fixable state, sometimes the only recourse is to restart the device.
<b>Broad Device Support</b>	Remote control mobile devices from over 120 Android OEMs, Windows desktop devices, and Windows Mobile/ CE devices as well as remote view for enterprise applications that have incorporated the MobiControl iOS SDK.

# Common Remote Support Use Cases

The best way to understand the capabilities and appreciate the versatility of any enterprise solution is to walk through some use cases. SOTI MobiControl delivers a complete set of remote support features for Enterprise IT.

Problem	Solution Walkthrough
<p>Home care clinician's patient application (mobile EHR) is not working during a in-home visit</p> 	<p><b>IT admin remotes into the device to:</b></p> <ul style="list-style-type: none"><li>• Inspect the application's process kill or restart the application, if necessary</li><li>• Delete and re-install the application if it has been corrupted</li><li>• Download the device logs and send them to app developers to help resolve an ongoing issue</li></ul>
<p>In-store self-service kiosk device is not working as expected</p> 	<p><b>IT admin remotes into the device to:</b></p> <ul style="list-style-type: none"><li>• See the device's screen and any error codes</li><li>• Turn off the display so end user can't interact with the device (if a display is present)</li><li>• Interact with the device (incl. hardware buttons/keys) to update settings or resolve an issue with the device</li></ul>
<p>Transport driver gets into an accident and needs to document the damage of the vehicle per insurance guidelines</p> 	<p><b>Transport driver establishes a remote session with the insurance adjuster and turns on the device camera so:</b></p> <ul style="list-style-type: none"><li>• The insurance adjuster can guide the driver to show different angles of the damage, and either record video or take screenshots of the damage as the driver moves their mobile device</li></ul>

## More than just Remote Support

In addition to its basic remote support capabilities, SOTI MobiControl can use the underlying technology to make some exciting things possible:

### **Improve Team Collaboration**

Team leads can interact with team members in the field ensuring that workers complete their tasks properly and on schedule.

### **Remote Training**

Helpdesk personnel can visually guide workers step-by-step on how to perform tasks on their device or how to use a mobile application while the worker is out in the field.

### **Employee Mentoring**

Subject matter experts or team leads can coach workers in the field as they encounter problems, or when they need advice. Remote workers can share their screen and stream video back to HQ to solicit guidance and advice.

## SOTI delivers Mobility and IoT Management

SOTI has been managing mobility for two decades. We managed dedicated-purpose mobile devices before smartphones were introduced, and now we are leading the way to Unified Endpoint Management (UEM) and making the IoT manageable. We have a proven track record of delivering powerful, easy-to-use enterprise mobility management solutions for all industries. No matter where or how a device is used, SOTI MobiControl does it all: endpoints, applications, content, email and security are all managed from a single, unified interface.



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SOTI is a proven innovator and UEM industry leader. Over 17,000 companies globally rely on SOTI for their diverse mobility management needs to fuel differentiation and take mobility to endless possibilities.