



SOTI MOBICONTROL



RETAIL



ZEBRA MC3300



ANDROID



EUROPE

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.

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# CUSTOMER SNAPSHOT



## Duravit AG Shines with SOTI MobiControl By Simplifying Mobile Processes & Reducing Employee Downtime

Founded in 1817 in Hornberg, Germany in the Black Forest, Duravit is a leading international manufacturer of designer bathrooms. The company is active in more than 130 countries worldwide and stands for innovation in the fields of signature design, comfort-enhancing technology and premium quality. Duravit has over 6,000 employees and generated €486.8 million in revenue in 2019.

### The Challenge

Duravit needed a solution that would allow complex, wide-ranging device configurations to securely operate the Android-based scanners used in the central warehouse. Any updates to these configurations that may be required at a later date had to be automated across all devices. Duravit also needed extensive remote support to analyze even more complicated issues in detail and remotely before devices are sent to the central IT department for a general check.

At the same time, Duravit was also looking for a mobility solution that could support the SAP Fiori project in Duravit's production. Here, data on the products is collected at an earlier stage and at a greater volume. This requires different configuration profiles for the various production areas to control the corresponding SAP Fiori application.

### The Solution

Duravit was looking for a business-critical mobile solution that could help scale the business, while at the same time streamline existing processes and systems to make the operation more efficient; something that their existing mobile solution could not do.

With SOTI MobiControl, Duravit can now provide all devices with individual configurations and carry out updates quickly and easily using automatic mechanisms. Application management for SAP Fiori was implemented with SOTI MobiControl. The device inventory is managed centrally and IT has a complete overview of the infrastructure and operation of the mobile devices at all times.

### The Results

With the help of SOTI MobiControl, Duravit saves time and money. Different apps and configurations, as well as updates are now seamlessly provided for the mobile fleet, which significantly increases the productivity of the workforce worldwide. Remote maintenance of the devices has been improved once again and the possibilities for the internal support hotline to resolve problems quickly and remotely have also been increased. At the same time, this prevents the unnecessary sending in of supposedly faulty devices, as well as devices with supposedly non-functioning applications, which in turn significantly reduces downtimes.



“Since using SOTI MobiControl, we’ve been able to remotely manage our handheld devices from one central location, saving resources as well as simplifying our processes. We can deploy resources in other areas of our operations to focus on increasing employee productivity and automatization, which has saved both time and money.”

**Marc Heinzlmann, Duravit AG**  
IT Administrator

