



SOTI MOBICONTROL

PROVEN MOBILITY MANAGEMENT

MOBILITY MANAGEMENT MADE EASY

SOTI MobiControl makes mobility management easy. It simplifies the security and management of multivendor, multi-form factor and multi-operating system devices.



REDUCE DOWNTIME

Leverage productivity features and remote support tools to minimise downtime and keep workers working.



MANAGE APPS AND CONTENT

Access a complete suite of content and app management tools to meet your unique business needs.



QUICK AND EASY DEVICE DEPLOYMENT

Get mobile devices into the hands of workers faster and ensure compliance with company mobility policies.

SIMPLIFY YOUR BUSINESS-CRITICAL MOBILE OPERATIONS

Track, manage and secure your mobile devices from unboxing to retirement with SOTI MobiControl. As part of the SOTI ONE Platform, SOTI MobiControl frees your workforce to be productive anytime, anywhere.

CONTROL

- Gain a centralised view of all your managed apps and certificates with the Apps and Certificates Dashboards.
- Manage all Android Enterprise deployment configurations: Bring Your Own Device (BYOD), Corporately Owned, Business Only (COBO) and Choose Your Own Device (CYOD).
- Distribute apps and data to remote mobile devices 10X faster with SOTI XTreme Technology.
- Advanced geofencing deploys policies, apps and content based on precise visual boundaries of any shape.
- Get real-time and 48-hour visibility into operational stats with the SOTI MobiControl System Health Dashboard.

PROTECT

- Stay productive while your business remains protected by securely accessing network services with SOTI VPN.
- Manage important files, documents and content with SOTI Hub.
- Enable device users to access the corporate intranet through an encrypted connection with SOTI Surf.
- Restrict devices to a single app or suite of apps with HTML-based Kiosk Mode.
- Dictate which divisions in your organisation have permissions (read, read/write) to users, custom data and custom attributes.
- Prevent rogue apps and malware from infecting your system by controlling what can be installed on a device.

MANAGEMENT CAPABILITIES

APP MANAGEMENT

- Deliver the right apps to the right employees through the Apple App Store and Google Play.
- Control corporate app availability with blacklists/whitelists.
- Configure installed apps and make them ready to go for the end user.

CONTENT MANAGEMENT

- Create, edit and upload Microsoft Office files and images.
- Allow conditional access to Microsoft 365 apps through a configured SOTI MobiControl compliance policy.
- Use LDAP integration to control who sees selected files and websites and actions they can take on them.

GROUP LOCATION

- View the current location of all online devices in a device group at once.
- View the last known location of offline devices until they reconnect to SOTI MobiControl.

PRODUCTIVITY CAPABILITIES

SHARED DEVICES

- Support for sharing Android devices
- Support for Microsoft Shared Device Mode
- Support for Shared iPad for Business

SINGLE SIGN-ON (SSO) FOR SHARED DEVICES

- SSO capabilities for shared devices via Microsoft Entra ID Shared Device Mode, Imprivata Mobile Device Access (MDA) and SOTI Mobile SSO.

SOTI XTREME HUB TECHNOLOGY

- Optimise how apps and data are sent to distributed locations with low bandwidth connections.
- Supports Android, Windows Modern and Linux devices.

SUPPORT CAPABILITIES



REMOTE SUPPORT

- Remote control devices on any HTML-5 based web browser for tablets and smartphones, even without reliable Internet.



SOTI ONE PLATFORM INTEGRATION

- Create incident tickets from within SOTI MobiControl.
- Automatically link devices to tickets in SOTI XSight.



ENTERPRISE INTEGRATION

- Improve the device enrollment experience for end users with SAML integration.
- Use LDAP or Microsoft Azure AD to create policies based on corporate group membership.




MINIMUM SYSTEM REQUIREMENTS

Visit soti.net/mcrequirements to view the latest general system requirements for SOTI MobiControl. Requirements may differ by version of SOTI MobiControl.

SOTI ACADEMY

SOTI Academy is included with MobiControl and delivers flexible training programmes that ensure the success of your businesscritical mobile strategy. The course modules distil over 20 years of enterprise mobility experience and expertise from hundreds of global deployments in all industries. Learn at your desired pace and become proficient in as little as a day. SOTI Academy offers the industry’s most complete training curriculum. It is the fastest, most effective way for your staff to develop mobility management expertise to meet your cost, operating system, form factor and security requirements.




BENEFITS OF SOTI ACADEMY

 <p>ON-DEMAND TRAINING</p> <p>Online courses let your staff learn at their own speed. Take and re-take courses at any time.</p>	 <p>ROLE-BASED CURRICULUM</p> <p>Basic mobility management concepts for sales and executives and operational training for help desk and IT.</p>	 <p>ACCELERATED TEACHING METHODOLOGY</p> <p>Courses are delivered using Teach-Demo-Test approach to maximise the learners ability to understand the lesson.</p>
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AVAILABLE COURSES

<p>SOTI MOBICONTROL</p>	<ul style="list-style-type: none"> • SOTI Mobility Foundations • SOTI MobiControl: Operations/Administration/Advanced Security/Content Management • What’s New courses post releases and other standalone courses
<p>SOTI XSIGHT</p>	<ul style="list-style-type: none"> • SOTI XSight Introduction • SOTI XSight: Operations/Administration/Advanced/Smart Battery
<p>SOTI SNAP</p>	<ul style="list-style-type: none"> • SOTI Snap: Rapid App Development Foundations • SOTI Snap: Operations/Administration/Advanced • Webinars and What’s New courses post releases
<p>SOTI CONTROL</p>	<ul style="list-style-type: none"> • SOTI Connect video series (How To videos) • SOTI Connect webinars
<p>SOTI IDENTITY</p>	<ul style="list-style-type: none"> • SOTI Identity Webinars • SOTI Identity Standalone Courses: Multi-Factor Authentication (MFA)

SELECTED SOTI PREMIUM SERVICE FEATURES

	<p>CUSTOMER PORTAL</p> <p>Anytime access to detailed information about your SOTI products and entitlements. Submit new support cases or view and edit cases in progress.</p>
	<p>ADVANCED SUPPORT TEAM</p> <p>Bypass the Level 1 support queue and get assistance from Level 2 and Level 3 Technical Support Engineers.²</p>
	<p>UNLIMITED TECHNICAL CONTACTS</p> <p>Authorise as many people as required to contact SOTI support for help, to ask questions, make changes and discuss all aspects of your SOTI solutions.</p>









SOTI XSIGHT

DIAGNOSTIC INTELLIGENCE

MAXIMISE THE ROI OF YOUR BUSINESS-CRITICAL MOBILITY

Mobile device downtime is expensive, resulting in unhappy customers and frustrated workers. A lack of visibility into device performance is also an issue. Are business-critical apps being used as expected? Are device inefficiencies resulting in unplanned expenses? Are you meeting the objectives of your mobile strategy?

SOTI XSight combines diagnostic intelligence with our mobile-first support solution to improve the ROI of your business-critical mobility. SOTI XSight enables organisations to leverage advanced diagnostics to rapidly resolve app and mobile device issues. Organisations can also access customisable device and business data to improve operational performance and reduce costs. SOTI XSight integrates with SOTI MobiControl to give you complete visibility and supercharges it with analysis, support and management tools needed to streamline your business-critical mobile operations.

 <p>OPERATIONAL INTELLIGENCE¹</p> <p>Unlock key performance metrics about your device fleet. Easily recognise areas that impact operational costs and make smarter, data-driven decisions to improve your mobile strategy and maintain peak efficiency.</p>	 <p>VISUALISATION³</p> <p>Visualise your operations in real-time. Gain a holistic view of your mobile operations by accessing device and business data together. Identify the root cause of problems and gain a deeper understanding of your business.</p>	 <p>ADVANCED DIAGNOSTICS</p> <p>Solve problems faster, reduce downtime and improve productivity for IT staff and end users. Remote Control into devices and access advanced tools to diagnose and solve issues within seconds.</p>
 <p>ALERTING SYSTEMS¹</p> <p>Notify IT staff in real-time when key measures affect the operation of devices in the field. Avoid data overages, excessive battery drain, downtime from physical drops and more. Improve productivity, lower costs and minimise downtime.</p>	 <p>INCIDENT MANAGEMENT</p> <p>Minimise problem resolution times and enable efficient support workflows. Easily submit and manage support tickets.</p>	 <p>LIVE SUPPORT¹</p> <p>Next-level support is available via live text, voice and video chat. Enhance the support experience with end users and keep your business running smoothly.</p>

IMPROVE PERFORMANCE AND REDUCE OPERATING COSTS

As part of the SOTI ONE Platform, SOTI XSight minimises the cost and downtime of your business-purpose and ruggedised mobile devices, as well as improves performance.

TROUBLESHOOT EFFICIENTLY TO MAXIMISE PRODUCTIVITY

- Troubleshoot devices as if they were in your hands.
- Enhance the troubleshooting experience for the user and support technician with text, voice and video chat.
- Record audio and video, and take screenshots to fully understand issues.
- Capture device state snapshots and attach to tickets for easy referencing.
- Remotely draw on app screens to improve agent and end user communication.

VISUALISE OPERATIONAL INTELLIGENCE TO MAKE DATA-DRIVEN DECISIONS

- Visualise device data and business operations in real-time with SOTI XSight Live View*.
- Analyse battery health to optimise performance and minimise costs.
- Predict which batteries will last a shift before the shift begins and stay productive.³
- Gain visibility into which apps are being used, if they are being used at all or if they are the cause of downtime.
- Determine whether your cellular carriers deliver the connectivity your business needs.

1. SOTI XSight Operational Intelligence, Alerting Systems and Live Support available for Android and Windows

2. SOTI XSight Visualisation available for Android, Windows and Linux

3. Supported Smart Batteries can be found at soti.net/xsightsmartbatteries

* SOTI XSight Live View - Patent Pending

MANAGE YOUR MOBILE APPS AND DEVICES

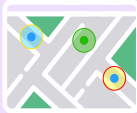




RECOMMENDED MINIMUM SYSTEM REQUIREMENTS

Visit soti.net/xsightrequirements to view the latest general system requirements for SOTI XSight. Requirements may differ by version of SOTI XSight.

ADVANCED DIAGNOSTICS AND INCIDENT MANAGEMENT TOOLS

- Real-time remote control allows technicians to visualise the operation of remote devices. Technicians can control devices as if they were in their hands.
- Draw on the remote device screen to illustrate solutions to the end user and empower them to correct issues themselves. This further reduces downtime and end user frustration while increasing IT help desk bandwidth.
- Record the device's audio and video during a support call to accurately document what the issue is and how it impacts productivity. This information can be attached to tickets and shared with other agents to ensure context when addressing issues.
- Upload and download files and folders to troubleshoot or fix issues. Pull logs and files to gather device data. And do it all remotely without having to walk the end user through complicated, time-consuming steps.
- Integrated ticketing allows documenting of problems with screenshots, video recordings, device data snapshots, log files and more.

ADVANCED DIAGNOSTICS AND INCIDENT MANAGEMENT TOOLS

	<p>View device data on the Live View Dashboard and access metrics (eg. location, signal strength) and business data (eg. inventory levels, delivery status).</p>
	<p>Optimise battery lifespans using smart data-driven decisions by visualising battery health, charge cycles, battery temperature and more. Identify batteries that may not last a full working shift. Take proactive actions to ensure they do not fail.</p>
	<p>View metrics on app usage and resourcing (which apps use the most data, cause battery drains or consume storage). Know which apps are essential and which can be removed.</p>
	<p>Get a geographic view of cellular coverage via heat maps and determine if your carriers are delivering the connectivity your devices and workers need.</p>
	<p>Create Watchlists for automated monitoring of devices and alert administrators when devices violate pre-defined conditions.</p>

Fix problems faster, get total visibility on device performance, solve current issues and protect against future ones. Make smarter decisions regarding your business-critical mobile operations.