

# SOTI<sup>®</sup>

ENTERPRISE MOBILITY MANAGEMENT



## Managing Mobility in Field Services

### Mobility is the core of the Field Services industry

Field Service workers need mobile devices to perform their jobs; communicating with the back office, executing work orders, finding an address and accessing schematics. SOTI makes deploying, securing, and managing these devices easier. But that's not all, SOTI EMM enables features and functions that are not possible in an unmanaged environment. Providing remote support, managing telecom expenses, tracking lost or stolen devices are just a few examples of what becomes possible with SOTI.



# Use of Mobility in Field Services

Field Services is by definition a mobility based industry. It was an early adopter of mobile technology, and continues to integrate new devices and applications into operations as they become available.



## Start the Day off Informed

Each field service technician will know, in real-time, the service calls and daily tasks assigned to them. The technician has a clear line of sight as to what is on the schedule for the day and the location details of their service requirements.

## Plan the Most Effective Route

GPS functionality provides an optimized travel route and call schedule. This can reduce travel time and cost and increase the number of calls per day.

## Track Call Progress

Field service managers and dispatchers need to know where the technician is and the status of each call that is scheduled or completed. Knowing where the technician is enables quick re-scheduling or a high priority diversion.

## Expand your Technicians Knowledgebase

Increase your first time resolution rate by expanding the knowledgebase available to your Field Technicians. It is no longer a matter of personal experience, but pooled, company-wide experience. Solving problems on the first call is better for the company and the customer.

## Give Workers the Tools they Need

Give your Field Technicians the tools they need to do their jobs where and when they need them. Detailed customer information, access to SLA's and product warranty information helps deliver high quality customer service.

# Why SOTI for Field Services?

## Support Anywhere, Anytime

Your Field Service workers are great at their job, but not so great troubleshooting their mobile device when it is not working. SOTI's remote support features lets your IT staff communicate with remote users, view what is going on and help them fix the problem. Remote support becomes available anywhere and anytime. Keep your Field Service in the field where they are productive.

## Manage your Telecom Costs

SOTI accommodates your company's business mobility rules; toggle on/off phone features, restrict application downloads, and whitelist/blacklist websites. SOTI tracks telecom usage, gives warnings about approaching thresholds and shuts down features if those thresholds have been exceeded. Reducing or placing limits on telecom expenses makes good business sense.

## Improve Workflow and Productivity

Mobility boosts productivity by simplifying the workflow of your day-to-day operations. The reason you are deploying mobile devices to your field technicians is to make their job easier; process work-orders real-time, log their hours, and create bills or invoices. SOTI boosts the effectiveness of mobility by managing and securing your mobile devices. Any kind of update or upgrade, whether it's a price list, application version or operating system refresh is taken care of automatically by SOTI.

## Rapid and Scalable Deployment

It is important to get new and replacement devices into the hands of your Field Service workers quickly so that they can do their job. MobiControl Stage gets one, or hundreds of devices properly configured and ready to go in minutes, all with a simple barcode scan. Reducing IT's burden with a complete "out-of-the-box" solution for provisioning and deployment provides tremendous value for your business.

# Bringing it All Together

Mobile technology has been in use in the Field Services industries for years. Voice and email communications with the back office provided visibility into call completion and helped with scheduling. Today's more powerful mobile device, custom applications and content are making them even more useful.

*At the start of their shift, Field Service technicians can use their mobile device:*

- *To see their daily call schedule which can include important information like; the nature of each call, equipment to be serviced, potential parts required, and an optimized route to travel.*
- *Throughout the day, the technician can use a custom application to report call resolution in real time, and their progress can be tracked against the schedule to give management and customers an accurate expectation of when they will arrive at their next call.*
- *Mobile access to a centralized knowledgebase, equipment schematics, and parts inventories increases the likelihood of resolving the issue on the first call.*
- *And having detailed customer information, SLA terms, and warranty information at their fingertips improves customer service.*

With all of these new devices, applications and content, there is a real and growing challenge to secure and manage them. SOTI does it all; we secure and manage all of the devices and things, applications and content that you need to deliver endless possibilities.

#### Additional Resources

For more information about SOTI MobiControl, please download our Brochure – SOTI – Taking Mobility to Endless Possibilities.

For more information about Mobile Security, please download our Whitepaper – Mobile Security – Addressing the Evolving Threat Landscape.

Choose SOTI for all your field services mobility management needs.

**SOTI is a proven product innovator and EMM Industry leader. Over 15,000 customers across 170 countries rely on SOTI for their EMM needs. We empower the enterprise to take mobility to endless possibilities.**

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