



- Do you have a high number of geographically dispersed remote or field workers who use mobile devices?
- Do you need to monitor and track the devices and upload software or data remotely, across a diverse range of networks?
- Do you want your mobile devices to boost your efficiency, customer service and future cost savings whilst keeping your support costs as low as possible?

If so, Spirit's MobiControl mobile device management service from SOTI is the solution for you!



What is mobile device management?

Mobile device management (MDM) enables you to control and manage all of your mobile devices remotely.

If you want your mobile devices to provide you with improvements in efficiency, customer service and future cost savings, they must be managed properly.

This means the effective management, support and security of evolving mobile field forces across diverse network topologies.

What is MobiControl?

MobiControl is the leading software application for the management, support and security of remote mobile devices. It is a highly versatile mobile device management system. There are three basic levels of MDM:

1. **BYOD (bring your own device).** This is for personal devices that need access to corporate email. Device management ensures that corporate data remains secure.
2. **Corporate Liable.** This level includes both corporately and personally owned devices that access the corporate network. The MDM solution configures devices to optimise security.
3. **Enterprise.** This focuses on increasing efficiency beyond just email and configurations. It enables businesses to safely develop and deploy enterprise applications to managed devices.

MobiControl operates at the enterprise level although it can also be used for BYOD and Corporate Liable. It offers end-to-end management of many different types of mobile devices.

MobiControl uses five key mobile device management pillars:

- **Management:** including provisioning, configuring, updating and controlling the devices.
- **Support:** including real-time remote control; over the air diagnosis and fixing of issues; data synchronisation; and the control of files and processes.
- **Security:** including lockdown of corporate devices; data security; remote lock, wipe and back-up of devices; restricting applications and features; and user authentication for access to corporate data.
- **Monitoring:** including location-based alerts and

actions; proactive alerts; reports; device compliance with corporate policies; and management dashboard.

- **Tracking:** including real-time device location; live device tracking; tracking past device movements; and locating lost or stolen devices.

Who is SOTI?

Amongst its many achievements, SOTI has developed the world's first and fastest remote control and the world's best helpdesk and remote support solution. It has won a prestigious award for the best business MDM vendor and has 10,000 customers worldwide.

Spirit has sold SOTI's solutions to clients in a wide range of industry sectors. These range from healthcare, Local Authorities, housing and finance through to retail, manufacturing, transport and logistics, such as RajaPack, South West Water, Hobart, GEM, Airbus, JD Williams and Balfour Beatty.

User benefits

These include:

- **Higher productivity** – Through minimised downtime; increased user adoption; reduced training and support time; and automated processes.
- **Time savings** – Improved communication and visibility of users means that tasks such as application upgrades can be carried out remotely. The software also provides rapid access to reports that include a full asset history.
- **Cost savings** – Central management with web access reduces the need for multiple support teams to maintain your mobile deployment. MobiControl takes control of wireless expenses: you set account thresholds, manage wireless expenses, and set alerts on overages.

Device management benefits

SOTI's MobiControl solution offers the following key benefits:

- Up to ten times faster remote control and response time
- Remote control is now possible on any mobile device (including tablets and on any network)



- Technicians can now remotely diagnose and repair problems on devices, anywhere, any time - providing an enhanced end-user experience.

How can Spirit help?

Device management products are very powerful and feature-rich but Spirit has an in-depth understanding of mobile solutions. We can therefore add value, saving you both time and money, by:

- Designing the optimum device management configuration for the maturity of your mobile solution
- Installing and configuring the software needed to implement the design
- Providing device management as a service, allowing you to benefit from reduced set-up costs and rapid, ongoing support - all for an affordable monthly fee

Total management, total control

Our comprehensive MobiControl solution includes:

- **Asset management:** You can now monitor your mobile devices easily and instantly, enabling you to identify and repair damaged units or resolve other hardware and software issues.
- **Device provisioning:** Software updates and data can be deployed to your remote mobile computers in real time – saving you time, money and effort and avoiding any disruptions to your activities.
- **Security:** Device management secures your devices against theft and unauthorised access and also ensures secure data transmission, minimising the chance of data being lost. MobiControl's advanced web-filtering technology allows you to enforce the responsible use of mobile devices. It also enables you to extend desktop-grade antivirus and malware protection to all of your managed devices. The secure content library provides secure access to documents, videos, presentations and spreadsheets – anytime, anywhere, and over any network.

- **Data synchronisation:** Device management enables you to synchronise files and folders (either on an ad hoc or scheduled basis) between your devices and a server, so that your remote workers always have access to the latest information.
- **Location services:** With device management, you can locate, track and gather information on your GPS-enabled devices. This enables you to find lost or stolen units or to confirm the location of a mobile worker.
- **Diagnostics:** Our tools enable you to carry out diagnostics of remote devices and identify potential issues in less than a minute – rather than having to spend hours on trouble-shooting problems.
- **Alerts and reports:** Spirit's device management service enables you to carry out detailed analysis of your mobile devices and of their performance in the field.
- **Helpdesk tools:** MobiControl lowers costs by giving support personnel powerful remote control and helpdesk tools for efficient diagnosis and problem fixing. They can log in to remote devices to see exactly what the user sees in real time; and to manage and view services, tasks, file systems and the registry of the mobile device.

Spirit's Cloud Services

We also offer MobiControl SaaS (Software as a Service) as part of our portfolio of Cloud services. MobiControl SaaS enables you to access a wealth of hardware and software capabilities over the Internet, eliminating the need for a large capital outlay on infrastructure. It allows you to drive change and improve the performance of both your IT systems and your business.

MobiControl SaaS therefore gives you all of the benefits of device management without the need for dedicated resources or infrastructure.