

Servientrega Case Study

Servientrega unlocks efficiencies and productivity gains by using MobiControl



About Servientrega

Servientrega is a company focused on providing integrated logistics solutions in collection, transportation, storage, packaging, and distribution of documents and goods. It is a leader in Colombia and Ecuador and maintains a strong regional presence in Venezuela, Panama, Peru and the United States.

The Business Challenge

As an integrated logistics company, Servientrega delivers customer's packages every day in addition to providing logistics services such as storage and packaging. Timely delivery of these packages is of critical importance to Servientrega's customers.

Servientrega employees rely heavily on mobile devices such as Honeywell 7800 in their distribution and logistics centres and by its drivers on the road for deliveries. If a device has a technical issue leading to downtime, this can potentially cause hundreds of customer's packages to be impacted and delayed. Thus, minimizing device downtime is a key service metric for Servientrega.



In addition, Servientrega's IT department found that managing these numerous mobile devices was becoming increasingly difficult. Deploying software updates or installing new applications on these devices had to occur during non-business hours and required the device to be returned to the IT department, a time consuming process especially with the mobile device spread across international and regional offices.

The Solution

During the evaluation process, Servientrega installed a trial instance of MobiControl. During the trial, Servientrega required SOTI's support professionals to troubleshoot a SQL configuration issue which was performed remotely using SOTI MobiAssist. Servientrega found SOTI's support personnel extremely prompt and helpful in their resolution of the issue and helped Servientrega decide on MobiControl.

After a careful evaluation of other mobile device management (MDM) solutions on the market, Servientrega decided on MobiControl due to its ability to drive efficiencies in its logistics and distribution centers, and since it would improve service quality while reducing delivery times.

Following the initial trial, the production deployment of MobiControl went smoothly and took no more than twenty minutes. Servientrega did not require any training of MobiControl given its intuitive web-based user interface.

Industry Application Area:
Logistic and Supply Chain

Mobile Devices:
Honeywell 7800

Summary:

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Challenge

- Support remote devices, located globally
- Reduce turnaround time of device issues
- Simplify device application installations and updates

MobiControl Solution

- Manage and support devices via single pane of glass
- Help desk tools such as remote control, remote application installation and device configuration
- Geo-tracking and geofence alerts for deliveries

Result

- Reduction in time for application installations and software updates
- Reduced travel costs for support team as they do not need to travel to different sites
- Increased productivity and efficiency of support team as they are able to diagnose and resolve client issues much more quickly

"With this solution we've covered several important aspects within the company and we managed to achieve the Objective of optimizing resources. We are very happy with MobiControl"

Cesar Malpica,
Project Lead Servientrega
Colombia



The Result

Following the deployment of MobiControl, Servientrega was better able to manage wireless devices within their logistics center by utilizing the integrated support of Aruba wireless access points. They were also able to introduce monitoring of their distribution routes by creating geofences along routes and tracking deliveries real-time.

administrators can remotely troubleshoot device issues in the field, dramatically reducing downtime of devices. With remote control, Servientrega feels that mobile device issues which in the past would take up to two days to resolve, can now be solved in a matter of minutes thus dramatically cutting device downtime and increasing productivity.

"MobiControl was an investment that gave us the ability to control, track our shipments and have better deployment of our logistics centers and routes, achieving a faster and more efficient service for our customers, reflecting the increased demand of our company, MobiControl has been the best purchase of the last years."

Cesar Malpica,
Project Lead Servientrega
Colombia



With MobiControl installed, Servientrega also found the management of their numerous mobile devices to be far easier. Servientrega was now able to install applications and deploy updates to their mobile devices – remotely. This will save Servientrega from having to take devices out of service making the IT administrator's job far easier since they do not need to physically handle the device to install applications or deploy updates. Thus, MobiControl is leading to cost savings for Servientrega's support team as they do not need to travel as much, also reducing the number of support personnel required in the field.

Servientrega is also excited about the new remote control functionality offered via MobiControl. With MobiControl's remote control feature, IT

Solution Benefits:

- Easy to install and deploy MobiControl solution
- Helped drive lower total cost of ownership (TCO) of mobile devices
- Helped to drive productivity and efficiencies immediately after deployment
- Immediate support for clients which in the past could take days
- Security and tracking of mobile devices leading to improved delivery times of customer packages

About SOTI Inc.

SOTI is the world's most trusted provider of Enterprise Mobility Management (EMM) solutions, with over 10,000 enterprise customers and millions of devices managed worldwide. SOTI makes mobility work by developing industry-leading solutions for EMM, allowing organizations to support corporate-liable and Bring Your Own Device (BYOD) policies. SOTI MobiControl solves the unique challenges involved in managing, securing, supporting, and tracking mobile and desktop computing devices across all platforms.

Brazil: + 55 11 3957 3970

Argentina: + 54 11 5917 6205

Mexico: +52 554 631 3682

Spain: + 34 911 239 021

Canada: +1 905 624 9828

sales@soti.net

www.soti.net

