

# AUTOMOTIVE SERVICES

## USE CASE

SOTI MOBICONTROL<sup>XS</sup>SOTI MOBICONTROL  
XS CLOUDAUTOMOTIVE  
MANUFACTURINGCROSSCALL, HONEYWELL, ZEBRA,  
HMD GLOBAL, XIAOMI AND SAMSUNG DEVICES

ANDROID



EMEA

### BACKGROUND

This leading automotive manufacturer operates over four manufacturing sites across Europe with a workforce of more than 3,000 employees. The company has deployed over 2,000 Zebra, Crosscall, Honeywell, Xiaomi, Samsung and HMD Global mobile devices to support stock management, production and assembly-line-side instructions, and status updates.

### BUSINESS PRIORITY

The company's top priority was to monitor Wi-Fi performance across dynamic zones, such as warehouses, storage areas and production lines. Connectivity drops disrupted barcode scanning and live instruction updates, delaying production tracking and quality assurance. Additionally, dropped or mishandled devices posed risks to continuity, safety and asset availability on the floor.

### STATUS QUO

Prior to adopting SOTI MobiControl XS, the company was using a Mobile Device Management tool and had evaluated general-purpose Unified Endpoint Management tools that offered limited insight into frontline devices. IT operated reactively, relying on user feedback to resolve device issues, and lacked data-driven control over connectivity health and device behavior. The company sought a purpose-built solution for frontline operations—offering tighter lockdown control, proactive device analytics and enterprise-grade support for its diversified device type.

## PROBLEMS



**Wi-Fi Connectivity Issues in Dynamic Production Areas:** Frequent movement of people, vehicles and materials across production areas led to recurring issues with Wi-Fi dead zones and performance drops. Without visibility into access point coverage or connection strength, IT was unable to act proactively, resulting in device downtime that disrupted live scanning, material tracking and the display of critical work instructions.



**Lack of Insight Into Device Drops & Physical Handling:** Mobile devices carried by workers or mounted along production and assembly lines were occasionally dropped or mishandled. These incidents risked device damage and raised concerns about worker safety. However, without an automated monitoring system, tracking or responding to such events was challenging. Damaged devices were typically replaced through a pre-planned procurement strategy, which involved maintaining a pool of swap stock. This approach increased both device replacement and storage costs.



**Ineffective Remote Troubleshooting:** The company's inefficient troubleshooting procedures, caused by delayed connections, poor collaboration and the inability to promptly access device logs, led to delays in resolving issues.



## OUR SOLUTION

By implementing SOTI MobiControl XS, a solution powered by SOTI MobiControl and SOTI XSight and supported by SOTI Enterprise Plus Service, the company now has unified management of its frontline devices and operations. This significantly reduces device downtime and enhances production line efficiency.

**\$723K<sup>USD</sup>**

Estimated Savings in Worker  
Productivity Loss Costs

**50%**

Estimated Savings in Device  
Shipping Costs

**\$13M<sup>USD</sup>**

Estimated Total  
Cost Savings



**Wi-Fi Analytics Dashboard:** With the SOTI XSight Wi-Fi Analytics Dashboard, the company can measure device connectivity by providing real-time data on Wi-Fi signal strength, frequency bandwidth, connectivity drops, access points and metered connections. This enables quick identification and resolution of Wi-Fi issues, reducing unforeseen disconnections. The company shifted from a reactive to a proactive approach by enabling IT to address router issues before they impact worker productivity. Instead of waiting for reports of connectivity problems, IT can now detect sudden drops in real time and take immediate action—either by fixing the router or repositioning it to a better access point. Additionally, insights from poorly located routers allow for a broader assessment of network coverage, helping IT proactively optimize router placement across all production sites for improved connectivity and efficiency. Better Wi-Fi connectivity increased device uptime, production efficiency and employee morale significantly.



**Watchlist:** Using the SOTI XSight Watchlist, the company is now flagging and monitoring devices for sudden drops or battery temperature changes. When a device is dropped, an automated alert notifies IT and the production team for follow-up—ensuring both device protection and worker safety. This feature also helps identify recurring issues with specific device models or locations.



**Advanced Diagnostics & Live Support:** With the advanced remote troubleshooting features in SOTI XSight such as text, voice and video chat, annotations and whiteboarding, device snapshots and session recording, IT can resolve device issues without needing to ship devices to their office, significantly increasing troubleshooting efficiency. This reduces resolution times, enhances operational efficiency and lowers costs for keeping spare devices.

## MEASURABLE BUSINESS VALUE

By implementing SOTI MobiControl XS, the company anticipates saving over \$723K USD in productivity losses caused by device downtime resulting from poor Wi-Fi connectivity. Additionally, improved issue resolution capabilities have reduced the need to ship devices for repair, enabling the company to cut annual shipping costs by over 50%. The solution has also led to more efficient production line operations, improved employee morale by minimizing workflow interruptions, and reduced reliance on swap stock—lowering associated replacement and storage costs. Overall, this automotive manufacturer is forecasting total cost savings of approximately \$13 million USD.