SOTI

SOTI MOBICONTROL

T&L

NOKIA G20 SMARTPHONE

ANDROID

ANZ

SOTI is a proven innovator and industry leader for simplifying business mobility and making it smarter, faster and more reliable. SOTI helps businesses around the world take mobility to endless possibilities.

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CUSTOMER STORY

RollCall

SOTI Delivers Peace of Mind for Parents and Teachers, Saving RollCall Tens of Thousands of Dollars A Year

In today's challenging environment, the safety and well-being of students is at the forefront of all schools' policies and procedures. RollCall is a revolutionary online system designed with the safety of children at its heart. Harnessing the latest technology to manage the movements of children on and off buses during daily commutes and school excursions, safety is delivered through visibility which RollCall prides itself on delivering to parents, school staff and bus drivers. The RollCall solution is now employed by over 200 schools across more than 1,000 vehicles. It helps to optimize route planning and improve bus utilization for schools and bus companies and automates the duty of care for school transport.

The Challenge

Students use NFC technology, either tokens or smart cards, that they touch on and off the Nokia Android device at the front of their bus. This device is more than just a simple reader – it is a full manifest screen display showing the driver the locations where they must stop, who is due to get on or off the bus, and the scheduled times of these stops. The scanning of the student's NFC technology sends data to the parents and school staff, so they have total transparency throughout the entire transport journey.

To successfully deploy, manage and support the RollCall technology it is essential that there is visibility of all aspects of the process, including the devices on which the RollCall platform is deployed. It is also critical that the RollCall solution is deployed remotely and that training and support for drivers can be conducted in the same manner.

One of the key challenges was the limited ability to conduct face-to-face demonstrations and training for users and potential customers. While travel was restricted, it was essential to find a practical way to perform these tasks remotely.

The Solution

Deploying, managing, updating and supporting a solution like RollCall is made possible through the implementation of SOTI MobiControl. The ability to appropriately configure or 'lockdown' devices to meet the needs of users, and to customize the look and feel of the device for simple and efficient operation, has been key.

Most of the RollCall deployments are completed remotely which was especially important during the pandemic. SOTI has enabled remote training sessions for drivers and RollCall can remotely monitor the drivers using the new units. In addition, RollCall now has complete visibility of all devices and the RollCall technology can be deployed remotely.

The Result

The remote deployment, demonstration and training capabilities enabled by SOTI MobiControl have reduced travel and associated costs for RollCall by $40,000, while improving efficiency, user adoption and reducing the amount of manual processes. Support costs over the same period have also been reduced by an estimated $15,000 through the use of SOTI's remote control technology, enabling swift and effective incident resolution and minimizing the need for device replacement and onsite visits.

> "With an ever-increasing number of schools and bus companies using the RollCall solution, we simply could not operate without SOTI MobiControl and the ability it provides us to deploy, secure and update our solution, and to remotely support users across Australia."
>
> **Craig McIntyre, RollCall**
> CEO

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