

# SOTI



SOTI MOBICONTROL  
SOTI PREMIUM/ENTERPRISE  
SERVICE



DIRECT STORE DELIVERY  
(DSD)



HONEYWELL CN51  
HONEYWELL CT45



WINDOWS / ANDROID



NALA / AMERICAS

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.

SOTI.net

© 2022, SOTI Inc. All Rights Reserved.

# CUSTOMER STORY

## DAO Group Cuts Device Downtime and Training Cycles by 50% Using SOTI MobiControl

DAO Group is a full-service computer systems company providing software and hardware solutions for businesses based in Virginia Beach. With over 35 years experience in systems solutions, they assist in the setup, acquisition and re-engineering of business operations. From hardware maintenance service and customized program development to sales, installation, training and support, DAO Group offers a comprehensive array of technical services needed to help companies succeed. Customer satisfaction is their number one priority, and they demonstrate this with an emphasis on excellent service.

### The Challenge

When DAO Group started out as a full-service provider for the Direct Store Delivery (DSD) industry, out-of-the-box software did not exist. They developed custom applications, supported and sold the devices the software ran on, maintained the equipment, and provided the supply sales. As time went on, devices became more sophisticated and customers started to expand their businesses, creating more office branches.

Instead of travelling to one central site, DAO Group had to travel to multiple locations to upgrade software and troubleshoot device issues. Nothing could be fixed without being onsite, and employees often lost a full days work due to travel and downtime. It became very tedious and time-consuming. As their customer base grew, DAO Group needed the capabilities to upgrade and remotely control devices to provide critical support for their customers to keep excellent client service front and center.

### The Solution

Before utilizing SOTI MobiControl, DAO Group had to be onsite with a cable and connect to every device to provide software updates and address device issues. Provisioning new devices could take up to 45 minutes. With SOTI MobiControl, software updates can now be downloaded remotely to the device and installed overnight, significantly reducing downtime during working hours. SOTI's technology also helps reduce the company's four-hour training cycles, making the process more efficient for the end user through training videos.

### The Results

With SOTI MobiControl, DAO Group has been able to increase their scope of work without having to increase headcount. They have significant cost and time savings with the ability to provision devices remotely in 10 minutes and provide comprehensive training to their customers in two hours to prepare them for any situation. This reduces the time it takes to provision devices and train customers by 50%, giving DAO Group more bandwidth to grow its business.



"Before utilizing SOTI MobiControl, it was tedious and time-consuming to effect any change across multiple devices. Using SOTI's technology, we now have the capability to remotely and immediately troubleshoot and update devices in the field, giving ourselves and our customers peace of mind. This gives us the time to pursue other initiatives and grow our business."

**Jorge Ortiz Sr, DAO Group**  
Managing Partner & CEO

