



MobiAssist

SOTI.net
We Manage Mobility

Helpdesk Tools to Your Rescue!

Support Anyone, Anywhere in Seconds!

SOTI MobiAssist is a complete on-demand helpdesk solution to support your mobile workforce and customers anywhere in the world. Accessed via the cloud, it provides quick and easy remote control for your mobile devices, desktop, laptop and server computers without the need to install server software or hardware.



SOTI MobiAssist

Advanced Remote Control

- **New Conferencing Technology for Real Time Collaboration**
- Start sessions in Chat only mode
- Desktop Sharing

Unattended Access

- **Persistent Sessions**
- Advanced Scheduling Capabilities
- Server Management Tools

3rd Party Integration

- **BlackBerry Enterprise Server (BES)**
- **Salesforce**
- **BMC Remedy Support**

Benefits:

Increase First Call Resolution and ROI

Enhance productivity with MobiAssist's real-time support and ease of implementation. Reduce the average length of a support call by over 60% and increase remote issue resolution by over 50% to help lower your per incident support costs significantly.

Multi-Platform Support

Use one solution for all smartphones, netbooks, laptops, desktops, barcode / RFID scanners, and even servers at one price, with no extra add-ons or modules to purchase.

No Server Software or Appliance Installation

Reduce overhead costs by eliminating the need to purchase hardware or server software. MobiAssist servers are hosted by SOTI in the cloud, so it's available anytime, anywhere.

Increase End User Satisfaction

Advanced remote control technology enables technicians to support end-user devices, as if they were in their own hands, to quickly and easily resolve issues. Reduce device returns and ensure your mobile users are maximizing their productivity, not troubleshooting problems.

Enhance End User Training and Experience

MobiAssist is the perfect tool to remotely educate your end users and customers who are using powerful mobile devices, computers and applications.

Advanced Security

MobiAssist provides enhanced security for compliance with PCI, HIPAA and SOX. All encryption algorithms have been FIPS 140-2 certified - approved for the public sector to ensure maximum security integrity.



Features

Remote Helpdesk

MobiAssist's Technician Console offers real-time remote control, support, and troubleshooting of mobile devices in the field:

- Remote screen view and device control
- Device information and statistics at a glance
- File transfer and registry management
- Macro generation
- Image and video capture
- Instant technician-to-remote user chat

Platform Support

MobiAssist includes multi-platform compatibility:

- Smartphones – BlackBerry, Windows Mobile
- Windows CE Embedded devices
- 32 and 64 bit desktops and servers running any Microsoft OS
- Notebook and Netbook computers running any Microsoft OS

Administrator Dashboard

MobiAssist enables efficient performance management:

- Report generation, call stats, completion rates
- Management of user accounts and support queues
- Granular technician permission control
- View sessions by technician, device and OS

Advanced Security

MobiAssist provides enhanced security for data integrity and compliance:

- Advanced data encryption (3DES, AES)
- All encryption algorithms have been FIPS 140-2 certified
- Auditable session logs
- Device-side session initiation and termination

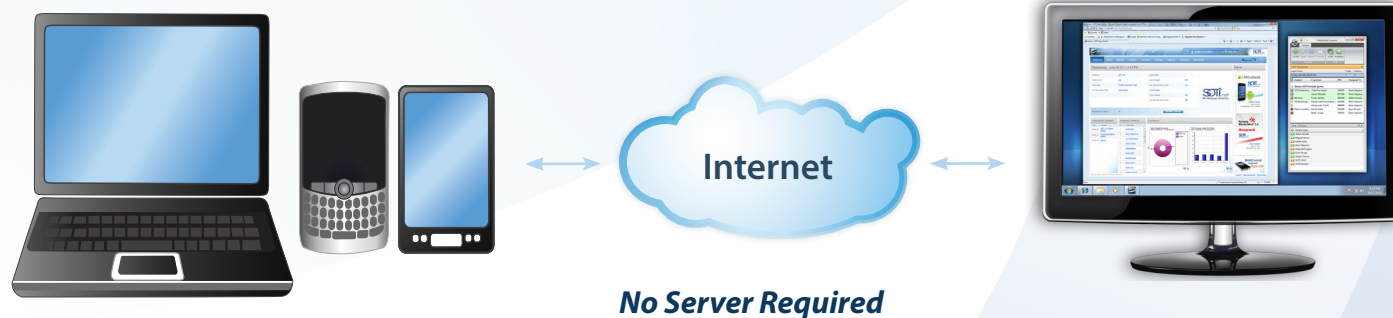
"Hotlines" Featuring 1ClickLaunch

Customers can gain instant access to MobiAssist queues to streamline the helpdesk triage:

- Create priority support hotlines for VIP customers
- 1ClickLaunch enables end users to connect with the IT support team by clicking on a URL

Pricing Model to Suit Your Business

- Pay-as-you-go Monthly or Annual payment plans
- Free 45-day Trial
- Visit mobiassist.soti.net or call 1-888-624-9828



About SOTI

SOTI Inc. develops industry-leading solutions for Mobile Device Management (MDM), Mobile Content Management (MCM), Mobile Email Management (MEM), Mobile Application Management (MAM), Mobile Security Management (MSM), and to enable Bring Your Own Device (BYOD) policies in the workplace.

SOTI MobiControl solves the unique challenges involved in managing, securing, supporting, and tracking mobile and desktop computing devices across all platforms. Today, over 10,000 customers around the world in all industries rely on SOTI to manage millions of devices.

Contact Us

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