

## Remote Management of Mobile Computers Can Simplify IT Operations, Improve Productivity and Reduce Costs.

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### Executive Summary

- Management and support of mobile computing devices present specific challenges to IT departments
- The complexities of supporting field-based devices that may be used in a range of environments and by a diverse set of users can result in devices operating at sub-optimal capacity and negatively impact user productivity
- A centralized remote device management solution can enable enterprises to effectively manage and support their network of mobile devices -all while reducing the resources and cost required, as well as increasing the productivity of your field-based workers

Use of mobile computers for barcode scanning, signature recording, voice and data communication and many other tasks has taken mobile employee productivity and customer service to previously unimagined levels. But it has also presented challenges to IT departments, and in business, challenges usually mean costs. In fact, studies have shown that over the life of a mobile computer, the cost of supporting it usually outweighs its purchase price by a considerable margin.

A study\* on mobile computer total cost of ownership (TCO) estimated annual operational expense at \$710 per device/per year—this expense represents a combination of the costs of operator downtime and IT support. Compounded over a typical lifespan of five years, these costs can run as high as \$3,550 per deployed device. They reflect such labor-intensive activities as:

- Application updates and reloads
- Device reconfigurations and resets
- Data loss and re-entry
- Instructions to operators
- Problem diagnosis and corrections
- Telephone/help desk support

Fortunately, today's technology provides solutions that can greatly improve the delivery of these services—and significantly reduce the costs.

\*Total Cost of Ownership Modules for Mobile Computer and Communication Platforms—Industrial and Harsh Commercial Environments: Volume II: Supply Chain, VDC, November 2003.

## It's costly to support mobile devices without a comprehensive management solution.

### The Special Challenges of Supporting Mobile Computers.

To IT departments accustomed to the difficulties of supporting desk-bound PC users, supporting field-based mobile computers presents new challenges. Mobile employees are often less computer savvy than office workers. They may have less respect for computer hardware. They usually work in harsher environments. In some cases, employee turnover—and therefore the number of inexperienced users—may be high. Moreover, physical access to mobile computers by IT staff presents logistical problems.

Because of these field-based challenges, many companies operate with obsolete enterprise applications or operating systems in the field—software that may lack capabilities necessary to keeping a company competitive, compromise security or have reliability issues that sacrifice uptime. As a result, companies often find it necessary to purchase and maintain many additional mobile devices to use in a swap pool.

It becomes increasingly difficult, time-consuming and costly to manage mobile devices without central control via a network using a device management application solution.

### What is Device Management?

“Device management” is an umbrella term that can encompass:

- Application deployment—remote installation of either new software or software updates
- Asset management—control over what hardware and software versions are in use
- Technical support—keeping units operating properly and solving problems for users
- Device lockdown—providing the ability to secure a device, limiting the user to only those applications and device settings for which they are authorized.

All are essential functions. The challenge for IT management is to provide them effectively and efficiently to ensure maximum productivity both in the field and office. Meeting this challenge becomes increasingly important as mobile devices become more capable and increasingly integrated into company operations.



## The right management application can speed and simplify IT management's tasks.

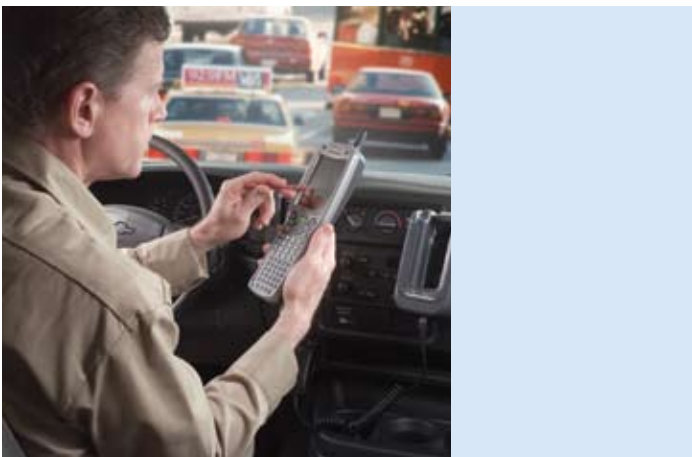
### Are All Device Management Solutions the Same?

Mobile computer manufacturers usually offer server-to-client software solutions. The capabilities of these solutions can vary. For example, many do not offer asset management. And while some solutions can be up and running in hours, others require days. Costs vary as well, with some device manufacturers charging far more for management solutions than others.

If a management application does not fully meet an organization's needs, it means missed opportunities—with added work and frustration for IT management and staff. The right management application—one that effectively meets a company's needs—can greatly simplify and speed IT management's tasks, reduce stress for mobile device users, reduce the need for a mobile device swap pool, enhance customer service, and contribute positively to a company's bottom line. Therefore, it's important to choose a device management solution—and a device manufacturer—carefully.



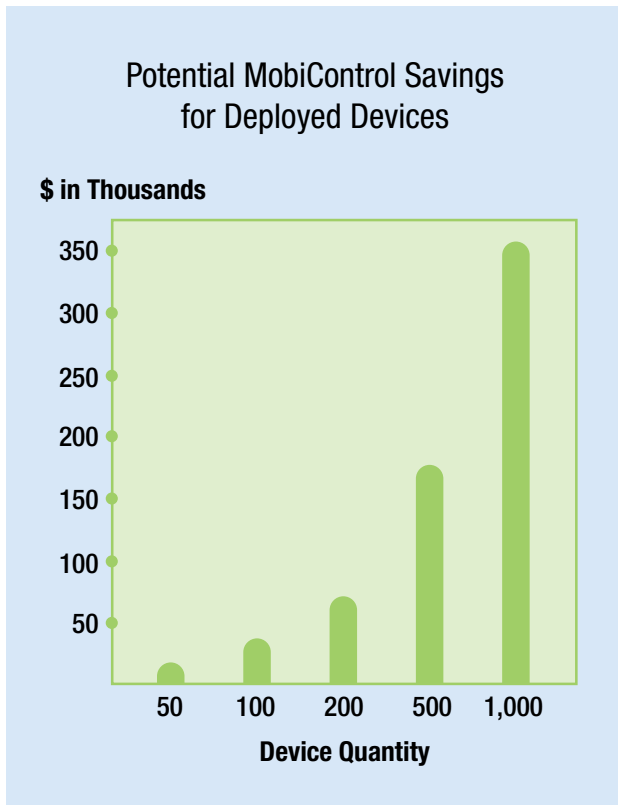
*With SOTI MobiControl, you can easily view details about your remotely deployed Dolphin Mobile Computers, including system settings and installed software versions. MobiControl also automates software and data distribution, freeing your IT staff from time-consuming, complicated maintenance issues.*



## SOTI MobiControl Provides State-of-the-Art Remote Management.

SOTI MobiControl offers a comprehensive, centralized solution for managing all aspects of Dolphin® Mobile Computers by Honeywell. It automates both software deployment (for new applications, application updates, images, and more) and device management support. Unlike some management products, SOTI MobiControl supports Microsoft® Windows Mobile™ platforms through all connection types (wireless and cradled) via network or Internet.

MobiControl provides support staff with powerful device management tools for software provisioning, remote control, asset management, registry editing, diagnostic image tools, device lockdown, and more.



## You're in Control.

With MobiControl, you can easily take advantage of real-time remote control to offer comprehensive support to individual users on a network comprised of thousands of devices. With all relevant device information instantly available, your support pros can take over any field-deployed unit for fast, effective troubleshooting and problem solving.

MobiControl saves IT management and staff time. It can cut the combined costs of maintenance, downtime and IT support by five to 10 percent, with potential savings as high as \$71 for each mobile computer—or \$355 savings per deployed device over a five-year average lifespan. With its fast easy deployment, compatibility with existing directory structures, and affordable price, MobiControl provides exceptional value—and a return on investment in less than six months. It also reduces or eliminates the need for a device swap pool.

For mobile computer users and support staff alike, MobiControl means a lot less to worry about—and a lot more productivity.



For more information visit:

[www.honeywell.com/aidc](http://www.honeywell.com/aidc)

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