



# SOTI MobiControl

## Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



IT Engineer at a transportation company with 5,001-10,000 employees

**reviewer948468**

### WHAT IS OUR PRIMARY USE CASE?

I'm using it with the handheld pocket devices from Motorola and Internic to provide remote support and employee packages. I also use it for tracking the devices.

### HOW HAS IT HELPED MY ORGANIZATION?

When we use SOTI for SAP, if there is an issue where the user cannot connect, we can work on it by remoting to the device, getting some logs and finding if the problem is with the software, SAP, with the network, or maybe the end-user is doing something wrong with his scanner. It helps us to identify the issues the user is having. That means we don't need our expert IT guys to be in that place. If there is one setting that needs adjusting we don't need IT guys to be there, we can do it from here, remotely. It saves time in supporting end-users.

### WHAT IS MOST VALUABLE?

The most valuable feature is the remote support because there are plants here where IT staff is not present. We can use it to provide support remotely.

### WHAT NEEDS IMPROVEMENT?

The previous version, for example, had the networking signal and that feature was great. When we were troubleshooting, we could find the level of the network I/O. If the worker was working in a corner of the warehouse where the signal was not as strong as in another part of the warehouse, we could say, "Just move a little and you will have coverage for your device." That was great. I don't know why they removed it from the newer version. The interface works really well with Internet Explorer but when I use the router and I try to get a huge number of devices the max goes from 25 to 50 to 100 or 200 or 250. I don't know why I cannot go forward with the 250 on Internet Explorer. On the screen, when collections are in transfer, I cannot move or see the whole collection.



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**FOR HOW LONG HAVE I USED THE SOLUTION?**

One to three years.

**WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

It's pretty stable. We haven't experienced any issues. Twice in these last two years I had to restart the server but that was related to hardware and not the application.

**WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

It is scalable. As we grow, the solution can grow with us.

**HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Technical support is pretty good. The response time is good and the results were that the cases I had were solved. There could be some improvement in the response time.

**HOW WAS THE INITIAL SETUP?**

The setup of the solution was straightforward. Everything was okay with no problems related to the application. For the initial deployment, it took us about a week to enroll the devices. Before MobiControl we had another solution from Zebra. We used that application to deploy the environment to all the devices that we had on that system. That was how we enrolled all our devices to the new solution.

**WHAT ABOUT THE IMPLEMENTATION TEAM?**

We did it on our own, myself and another IT guy here.

**WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?**

Pricing is okay, but when you buy your renewal of licenses - at the end of the period or the year - if you have a lot of devices, obviously, it's going to increase. In the end, it's kind of expensive.

**WHICH OTHER SOLUTIONS DID I EVALUATE?**

I believe we evaluated VMware AirWatch. That was the only other solution we looked at.

**WHAT OTHER ADVICE DO I HAVE?**

I would recommend SOTI for the features that it has and the uses that we have. It supports many platforms. We are working right now with Windows and we are syncing with Android and Macs. In terms of users of the solution, there are 15 IT guys from the Service Desk who use it and about 30 users, who are still IT Operations guys at the facilities. We have several offices here in America, so IT guys use the platform to support end-users in those offices. We have three administrators for the application. The three administrators were involved in the deployment at the start of the project. I rate it at nine out of ten. To be a ten they would need to improve the pricing.

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