SOTI ASSIST
FAST-FORWARD MOBILE DEVICE SUPPORT

For many companies, the era of desktop computing has ended. They are deploying more and more smartphones, tablets, and laptops to empower workers outside of the office. But more mobile devices and apps means more glitches and problems. Since most mobile devices are remote, fixing them is difficult and costly in terms of downtime. Companies need a quick and effective way to troubleshoot and resolve remote device problems. They want the support for remote devices to be as easy as if they were in the palm of their hand.

MOBILE DEVICE SUPPORT MADE EASY

SOTI Assist is the industry's first help desk solution that is 'purpose-built' to fix mobile device problems. It incorporates SOTI's award-winning remote control technology and makes it easy to analyze and resolve mobile device and app issues from anywhere, at anytime. Integration with the SOTI ONE platform gives help desk technicians instant access to device and app information so they can fix problems faster, the first time. SOTI Assist keeps your workers working and your help desk staff happy and productive.

What SOTI Assist can do for your business

Deliver remote support for any mobile device or application

SOTI partners with mobile device OEMs to get unparalleled insight into Apple® iOS, Google Android™, Microsoft Windows® and device capabilities.

*   Single solution delivers remote control and device or app information for all Windows and Android devices

*   Remote view into all iOS apps created with SOTI Snap, or developed using SOTI's iOS SDK

Fix device and application problems faster

SOTI Assist contains a complete toolkit for tracking and fixing remote device problems.

*   Remote view / remote control, and file sync fix device and application problems quickly

*   Integrated ticketing system to: create, manage, tag, prioritize, filter and search for incidents

*   All device configuration information and application settings at your fingertips

Make you smarter about your remote support

SOTI Assist delivers powerful features to help you manage and gain visibility into your support queue.

*   Link tickets to group incidents, and build a knowledge base about how to fix similar problems in the future

*   Define service level agreements (SLAs) based on ticket severity, and view status of tickets in a dashboard view

*   Help desk technicians can see tickets assigned to them, or use directory services to assign tickets to their colleagues or team leads

TO LEARN MORE:

Contact a SOTI sales representative: sales@soti.net or visit: soti.net/assist