SOTI®

∴MasTec

MasTec Advanced Technologies *Case Study*

DirecTV installation, backed by SOTI MobiControl!

Industry Application Area:
Specialty Contractor

Mobile Devices:
Intermec CN3s
Itronix GoBook laptops

Network:
Verizon Network

Summary:
MasTec
Leading specialty contractor for communications companies, utilities and governments

Challenges
Device Maintenance, Software Deployment, Remote Device Support, and Reduce Support Costs

MobiControl Solution
Easy-To-Use, Centralized and Remote Control, Helpdesk Tools, Diagnostics, and Real-Time Device Information

Result
Reduced Device Management and Support Costs, Increased ROI, Efficient Application Deployment, and Enhanced Connectivity with Field Workers

About MasTec

MasTec is a leading specialty contractor for communications companies, utilities and governments throughout the United States. MasTec designs, builds, installs, maintains and upgrades infrastructure that is the backbone of the nation's economy, telephone, high-speed Internet, electric, water, sewer and natural gas, as well as provides installation and maintenance services for satellite and cable television services.

MasTec's Advanced Technologies (AT) division is proud to be an authorized subcontractor for DirecTV's industry-leading television and entertainment services. With over 4,000 employees in 54 locations throughout the U.S., MasTec's dedicated AT service technicians, call center agents and managers support DirecTV's unique programming for sports, exclusive shows and international TV viewing options.

The Business Challenge

The seasonal business of MasTec's Advanced Technologies service line presents a number of complexities in the realm of device management. A range of 3,200 to 3,700 devices could be deployed in the field over the course of a given year. As such, Enterprise Mobility Management (EMM) is an important concern for MasTec, especially in supporting and ensuring the high-

level of maintenance of its almost 4,000 Intermec CN3s and Itronix GoBook laptops.

MasTec also manages a number of third-party applications running on its devices, including software for appointment scheduling, assignment attendance, advanced reporting, messaging and advanced inventory, all of which are critical to the day-to-day tasks of MasTec's fieldworkers.

MasTec's criteria for adopting an EMM solution included a number of key concerns shared by many organizations looking to manage their mobile field-force. Among these concerns, remote device support was primary. MasTec's aim was to reduce support headcount and thereby decrease the shipping costs associated with resolving device issues on-site. With devices dispersed across the United States, remote control and location services functionality were compulsory features to facilitate the administration of thousands of devices from a central location.

Package deployment, increasing the number of operational field devices and time and resource savings were all issues MasTec needed to address. To effectively streamline its mobile operations across the country, MasTec required an all-in-one EMM solution that would improve the visibility and management of its handheld assets, improve the operation of its Handheld Support team and reduce the total cost of handheld support processes.

"The remarkable part of the installation process was that we were able to install MobiControl on over 2,844 mobile devices in a 24-hour period, without adding any appreciable inconvenience or delay to our inventory management process."

*–Amanda Kahler,
Manager, Handheld Support*

SOTI MobiControl has vastly improved MasTec's mobile operations with advanced features ranging from remote and asset management to device reporting. "The handheld is how our field workers keep informed with our business, practices and procedures. These devices are a great way to stay connected with our mobile workforce in real-time," commented Kahler, "And now, with SOTI MobiControl, we are able to push that connectivity further by enhancing how we communicate and use our devices in the field."

The Solution

After thorough analysis of competing Enterprise Mobility Management solutions, MasTec chose the only solution that addressed all of its needs: SOTI MobiControl. The deployment plan to install SOTI MobiControl on MasTec's fleet of Intermec CN3s and Itronix GoBook laptops was seamlessly integrated into MasTec's quarter-end physical inventory. Pre-developed barcode sheets were distributed to all offices, which included two barcodes that, once scanned by the handheld, would automatically enable the download and installation of the SOTI MobiControl software package on the device. Amanda Kahler, Manager, Handheld Support, recounted, "We were able to have our warehouse staff install the software while performing their normal inventory function on each handheld. The remarkable part of the installation process was that we were able to install MobiControl on over 2,844 Intermec CN3 handhelds and Itronix GoBook laptops in a 24-hour period, without adding any appreciable inconvenience or delay to our inventory management process."

SOTI MobiControl's simplified barcode installation system was a prominent selling point for MasTec considering its high number of devices dispersed across the country. In addition, minimal training was required for the SOTI MobiControl installation process since the automated scripts embedded in the barcodes performed all the necessary work, enabling warehouse staff to quickly and easily configure each device. "We successfully installed and deployed the MobiControl software on our devices with expert speed and efficiency, no other device management tool that we evaluated featured this capability," said Kahler.

The Result

SOTI MobiControl proved to be the all-in-one EMM solution MasTec had been searching for. With the ability to provide remote helpdesk support, push installation packages to large numbers of devices

and identify which handhelds have successfully installed packages and which are pending, SOTI MobiControl has improved almost every facet of MasTec's Handheld Support processes.

Additionally, SOTI MobiControl's ease of use and installation as well as its scalability to support numerous devices in a plethora of geographic locations has given MasTec an immediate enhancement in its mobile operations.

"MobiControl equips our support personnel with powerful remote control and helpdesk tools that allow our support staff to diagnose and fix problems efficiently," stated Kahler. Prior to MobiControl, when a handheld user experienced device issues, the diagnosis process was nearly impossible to conduct without shipping the unit back to MasTec's Handheld Support team. As a result, MasTec incurred high shipping costs and also had to combat the ever-climbing cost of having units in a non-operational status. In shipping costs alone, MasTec estimates that SOTI MobiControl has facilitated more than $43,000 in annual savings. MasTec has also been able to eliminate the need for additional support personnel because of SOTI MobiControl's remote control functionality.

Helpdesk support for MasTec's devices has always been an imperative part of its device management process, and, with SOTI MobiControl, MasTec now resolves more than 90% of support calls within a few minutes. SOTI MobiControl allows MasTec to control the device from a remote location and perform diagnosis and fault correction, including rebooting the device. The ability to keep devices operational in the field has resulted in an estimated savings of $48,000 annually for MasTec.

In addition to the significant cost and time savings MasTec has attained, it can also now deploy applications and application updates in a timely and efficient manner as well as utilize the location tracking of devices to reduce loss, misplacement and theft. Ensuring devices are up-to-date, performing the ac-

Solution Benefits:

- Ease of installation
- Device configuration via barcode
- Real-time remote control and helpdesk tools
- Software and device deployment
- Scalability
- Asset Management
- Reduced cost, time and resources

About SOTI Inc.

SOTI is the world's most trusted provider of Enterprise Mobility Management (EMM) solutions, with over 14,000 enterprise customers and millions of devices managed worldwide. SOTI makes mobility work by developing industry-leading solutions for EMM, allowing organizations to support corporate-liable and Bring Your Own Device (BYOD) policies. SOTI MobiControl solves the unique challenges involved in managing, securing, supporting, and tracking mobile and desktop computing devices across all platforms.

+1 888 624 9825 **(NA)**
+44 121 3680675 **(UK)**
+61 3 90015554 **(Australia)**
+91 124 464 7684 **(India)**
sales@soti.net
www.soti.net