

SOTI



SOTI MOBICONTROL



TRANSPORTATION
& LOGISTICS



SMARTPHONES
& TABLETS



ANDROID



UNITED STATES

SOTI is a proven innovator and industry leader for simplifying business mobility and IoT solutions by making them smarter, faster and more reliable. SOTI helps businesses around the world take mobility to endless possibilities.

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CUSTOMER SNAPSHOT

SOTI Drives Ruan to Save \$60K USD in Tech Support Costs Annually, with Devices Up and Running Four Times Faster

Founded in 1932, Ruan is a family-owned transportation management company, providing Dedicated Contract Transportation, Managed Transportation, and Value-added Warehousing to customers across the country. With 88 years of transportation management experience, Ruan is one of the top 10 privately-owned transportation service companies in the country.

The Challenge

Configuring the company's devices required them to be physically shipped out to the IT department, which took approximately one week before they were ready to be used again by staff. This manual process was extremely time-consuming and costly for the company. Additionally, tablets were getting lost or damaged in the field, hurting the company's bottom line. Ruan needed a powerful solution that would allow it to provision devices quickly, as it currently took 30 minutes to get each new device up and running.

The Solution

With drivers located across the country, Ruan sought SOTI MobiControl to remotely manage and push software updates to its devices. The company also needed an easy-to-use solution that would allow it to reliably track its mobile fleet on a 24/7 basis. By implementing SOTI MobiControl, the company is now equipped to troubleshoot tech issues remotely and securely lockdown devices on demand, helping to drive efficiencies and boost productivity. SOTI MobiControl also enabled Ruan to streamline operations by rolling out dedicated business unit electronic driver logs, enabling more efficient route scheduling and communication with dispatch. By relying on the SOTI ONE Platform, Ruan invested in an integrated solution to securely manage devices, provision them quickly and remotely troubleshoot mobile tech issues.

The Results

By leveraging SOTI MobiControl, the company has realized savings of approximately \$60K USD per year by eliminating up to 80 IT support tickets each week, at an average cost of \$15 USD per device in labour and shipping costs. Provisioning devices takes 8 minutes instead of 30 minutes, a 73% improvement in speed. Safety has been improved as drivers are only permitted to access work-related apps on the device, including the company's in-house app. SOTI MobiControl has brought a significant return on investment (ROI) to the company, as it continues to scale its operations and deliver high levels of service to customers and partners nationwide.

RUAN



“Ruan has delivered a complete mobile solution across its operations for over a decade. Keeping our mobile platform current and agile remains a strategic initiative and is key to the success of Ruan. With approximately 5,000 devices deployed, SOTI MobiControl offers many critical capabilities that allow Ruan to focus on safety, our team, and our customers. As we continue to grow, SOTI MobiControl is a highly scalable tool that helps us efficiently support these initiatives.”

Marty DeDecker, Ruan
Director of Infrastructure and Operations

