

## Chevron Case Study

Multinational Energy Corporation Optimizes Efficiency and Productivity with SOTI MobiControl!



### About Chevron

Based in San Ramon, California, Chevron is one of the world's leading integrated energy companies, with subsidiaries that conduct business in more than 180 countries. The company's global workforce consists of approximately 57,000 employees and 3,800 service station members.

Chevron is involved in nearly all facets of the energy industry. The company explores for, produces and transports crude oil and natural gas; refines, markets and distributes transportation fuels and other energy products; manufactures and sells petrochemical products; generates power and produces geothermal energy; provides energy efficiency solutions; and develops the energy resources of the future, including biofuels.

### The Business Challenge

Over 2,000 employees across Chevron use Motorola MC-9090 mobile devices for remote work. Managing device software provisioning was a challenge for the Chevron IT team, as the process took an average 40 minutes for each new in-service device. In addition, Chevron's mobile workers had to ship faulty devices back to IT for diagnosis and remediation, incurring shipping expenses and device downtime. IT teams faced significant time constraints to get devices field-ready.

After realizing the need for a Mobile Device Management (MDM) solution, the team identified a list of capabilities that were critical to solving their significant business challenge. To support the efficient introduction of Motorola MC-9090 devices into the field, Chevron emphasized the need for a solution that was simple to install, easy to use, and had the remote management and provisioning features necessary to reduce the time necessary to turn up a large number of mobile devices.

### The Solution

After comparing MDM solutions, Chevron selected MobiControl to manage, track, and provision its Motorola MC-9090 devices over the air. The organization realized the software could meet its requirements to improve installation, configuration, and troubleshooting turnaround times for live devices in the field.

To begin the implementation, Chevron took advantage of a one-hour, in-person training session from a technical sales engineer. "The installation was straightforward for our IT team," said Eric Rearwin, Solution Architect, Chevron Mobile Field Computing. "With SOTI's guidance, we completed the installation ourselves without any challenges."

Industry Application Area:  
Energy

Mobile Devices:  
Motorola MC-9090 Devices

#### Summary:

##### **Chevron**

World's leading integrated energy company based in San Ramon, California

##### **Challenges**

Remote Device Support, Software Deployment, Worker Productivity and Support Cost

##### **MobiControl Solution**

Centralized Remote Control, Easy-to-Implement, Simplified Device Configuration, Real-Time Device Information, Help Desk Tools and Real-Time Device Information

##### **Result**

Reduced Downtime, Enhanced Productivity, Optimized Efficiency and Increased ROI

*"Through extensive research, we discovered that MobiControl contains the mobile device management capabilities that meet our mobility strategy. Having implemented an all-encompassing MDM solution, we have reduced downtime and brought previously unrecognized cost savings to our organization."*

Eric Rearwin  
Solution Architect  
Mobile Field Computing  
Chevron



## The Result

Using MobiControl, Chevron was able to increase the operational efficiency and productivity of its mobile fleet through remote support, management and monitoring of its Motorola MC-9090 devices.

Leveraging MobiControl's Remote Control feature, Chevron reduced mobile device deployment time from 40 minutes to less than 15 minutes, resulting in significant savings in time and resources. In addition, shipping costs for transporting devices for diagnosis and remediation has been eliminated.

"Support time on any issue arising in the field has been reduced from days to minutes," said Rearwin. "Our IT team can remotely diagnose and resolve technical problems in real-time without relying on our mobile workers to convey information back. We have the ability to fully restore any mobile device to its original capabilities within a matter of minutes. This has considerably reduced the downtime experienced by our mobile workforce, and enhanced their efficiency and productivity."

"Chevron has been focusing on cutting-edge technologies that improve the chances of finding, developing and producing crude oil and natural gas. MobiControl provides us with the

advanced mobile device management capabilities we need to drive our mobility strategy," said Rearwin. "Since deploying mobile devices and implementing an appropriate MDM solution into our workforce, we have seen considerable growth from reduced downtime, resulting in cost savings and ROI for our organization."



## About SOTI Inc.

SOTI is the world's most trusted provider of Enterprise Mobility Management (EMM) solutions, with over 10,000 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.

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