

## Tiva Software, LLC Case Study

SOTI MobiAssist: Just what Tiva Software ordered for their IT Helpdesk!



### About Tiva Software

Tiva Software is an information technology company that creates end-to-end mobile application software and markets complete application and hardware solutions to businesses across vertical markets. Tiva also provides custom programming services and complete SaaS support to their customers across all verticals.

Tiva markets to wholesale and distribution food industries, convenience stores and retail industries, and their solutions are focused on ordering, inventory and productivity. The end users are sales representatives and customers of the companies that they do business with.

The mobile devices that Tiva deploys for their customers are used for order taking, inventory, receiving and pricebook management. In addition to these devices, Tiva also provides management portals with very strong analytics that provide their customers detailed information about the state of their business in real time, and deliver genuine information, not just numbers.

### The Business Challenge

Tiva's datacenter is a VM environment with mirrored systems for instant backup due to the mission-critical applications they support. Their Support staff also use Windows 7 development level PC's for management and control of their customers' devices.

Tiva places the customer first and ensures that the highest level of customer satisfaction is their primary goal. Tiva needed the ability to quickly resolve issues in an efficient and timely manner. Specifically, when a fix or new release became available, Tiva's Helpdesk personnel needed a fast way to update their customers' devices. Knowing that the end-user may be challenged or bogged down by the tasks involved with updating devices, it was not only faster for Tiva to do it but it reinforced their motto of 'customer first'.

Prior to MobiAssist, Tiva had customers return faulty devices to them so that they could diagnose any issue or reinstall their applications. Realizing the immense savings in shipping, downtime and overall costs, Tiva began looking at SOTI's ultimate IT Helpdesk solution,

#### Industry Application Area:

Ordering, inventory and productivity solutions for wholesale and distribution food industries, convenience stores and retail industries.

#### Mobile Devices:

Tiva's Mobile POS devices running on Windows Mobile 5.0, CE 5.0, CE 5.0 Professional

#### Summary:

##### Tiva Software

Tiva Software is an information technology company that creates end-to-end mobile application software and markets complete application and hardware solutions to businesses.

##### Challenges

Tiva needed the ability to quickly resolve customer issues such as updating devices with new releases of their software, to remotely diagnose, fix or reinstall applications on faulty devices without the need to ship them back.

##### MobiAssist Solution

Tiva's IT Helpdesk staff utilize some of SOTI MobiAssist's market-leading features such as the 24/7 Remote Support Tools, File Transfer, Advanced Diagnostics, Reporting, Management and Training tools.

##### Result

SOTI MobiAssist has saved Tiva approximately \$3,000 a year in shipping costs alone. There is also the cost avoidance of two additional support personnel that amounts to \$120,000 per year, since each of Tiva's support persons is now more productive thanks to first-call resolution with SOTI MobiAssist.

*"How much is Customer Satisfaction worth? Add to that, the costs we were incurring, including shipping of units back and forth, replacing units, and it was a no-brainer....The ROI achieved from using SOTI MobiAssist is infinite!"*

Rory Wall  
Chief Executive Officer  
Tiva Software, LLC



SOTI MobiAssist. Currently, thousands of devices are running Tiva's proprietary applications on multiple platforms – Palm, Windows and iOS, supported by SOTI MobiAssist.

## The SOTI MobiAssist Solution

Tiva had been using SOTI's Mobile Device Management solution, MobiControl, for years and when their SOTI representative demonstrated MobiAssist's features and benefits to them, they realized the immense value in adopting it. After a 20 minute training session, they were convinced of the huge advantages that the solution could bring to their organization.

SOTI MobiAssist, the on-demand helpdesk tool that requires no pre-installation of software, has become an indispensable solution for Tiva's IT Helpdesk staff. They utilize some of its market-leading features such as the 24/7 Remote Control Tools, File Transfer, Advanced Diagnostics, Reporting, Management and Training tools to offer immediate support to the end user. Each support representative can collaborate, transferring knowledge with one another, increasing productivity throughout the team.

## The Result

"How much is Customer Satisfaction worth? Add to that, the costs we were incurring, including shipping of units back and forth, replacing units, and it was a no-brainer....The ROI achieved from using SOTI MobiAssist is

infinite!" says **Rory Wall, CEO of Tiva Software.**

SOTI MobiAssist has saved the company approximately \$3,000 a year in shipping costs. In addition to that, there is the cost avoidance of two additional support staff that amounts to \$120,000 per year, since each of their support personnel is now more productive, thanks to speedy first-call resolution with SOTI MobiAssist.

Tiva Software experienced maximum ROI resulting from their use of SOTI MobiAssist in the areas where they have deployed this Helpdesk solution, which is where their customer-base exists: North America as well as the South Pacific.

Tiva was not only impressed with the benefits and ROI from SOTI's MobiAssist solution, but also with the level of sales, support and technical assistance that they received from SOTI's team of highly professional and courteous staff who always go above and beyond to make sure that the customer is truly satisfied.

## Solution Benefits:

- 24/7 Remote Support
- Advanced Diagnostics
- File Transfers in the background Feature
- Reporting, Management & Training Tools
- Decrease in need for additional Helpdesk staff
- Increase in productivity of Helpdesk personnel
- Reduction in Shipping Costs
- No pre-installation of software

## About SOTI Inc.

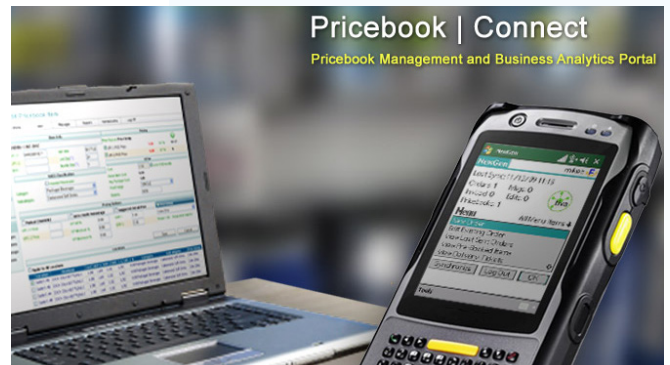
SOTI is the world's most trusted provider of Enterprise Mobility Management (EMM) solutions, with over 10,000 enterprise customers and millions of devices managed worldwide. SOTI makes mobility work by developing industry-leading solutions for EMM, allowing organizations to support corporate-liable and 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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