

SOTI

ENTERPRISE MOBILITY MANAGEMENT

DB Schenker Case Study

DB Schenker goes the distance with SOTI MobiControl

DB Schenker is one of the largest Logistics, 3PL, Transport and Freight Management providers worldwide, a tradition that goes back to the 19th Century (est. 1872), generating approximately 50 percent of the DB Group's revenues. DB Schenker's 2020 strategy is to be the market leader in eco-friendly, integrated logistical value chains that delivers intelligent, technology-based door-to-door solutions and services.

With more than 64,000 employees, across 130 countries and around 2,000 strategic, economic regional locations, DB Schenker has a global, integrated network geared towards customer service, quality and sustainability. Their need for an enhanced mobile strategy led them to re-evaluate their enterprise mobility management solution.

The Challenge

As users of purpose-built hand held devices, DB Schenker realized that their current MSP platform hindered their ability to manage their devices. With use of provisioning version only on Motorola devices, DB Schenker was not able to use remote control. Their office in Sweden wanted to move from their end of life (EOL) system to a modern management system with enhanced functionality. They identified that their EOL system was cumbersome in its package build and deployment. This was compounded with the lack of remote control of devices and non-existent data collection.

Further challenges, included the diverse environment (a variety of Windows Mobile, Windows Embedded Handheld and Windows CE operating systems on either 3G or Wi-Fi) and the dispersed sites all over Sweden. DB Schenker identified that employee enablement was limited as DB Schenker employees were reliant on external resources.

With a clear goal of improving customer satisfaction and employee enablement, the IT department had to ensure that the switch from one system to the other would not affect their day-to-day operations nor their customers' experience.

Vertical: Supply Chain

Deployment: Purpose-built

OS: Windows

Mobile Devices:

- Motorola MC3090, MC3190, MC70, MC75 and MC75A
- Honeywell Dolphin Black 70e

Region: Europe

Partner: Optidev

The Mobility Challenge:

- Ensure seamless migration to new mobile management system
- Reduce complexity remote management of devices and reporting
- Enhance customer support for users and devices

Solution:

- SOTI MobiControl, offered as a SaaS
- Full Support Services

Benefits:

- Access to secure, centralized information and reporting
- Deliver comprehensive management of mobile deployment boosting business performance
- Easily integrate other mobile operating systems and device form factors

"Managing software installations and upgrades on more than 4,000 devices is not an easy project, particularly when these devices are always on the road or spread all over the country! We were looking for an Enterprise Mobility Management partner who would appreciate the complexity of the project and the absolute need for business continuity. With SOTI MobiControl, we were confident that our business would be enhanced and not disrupted in anyway."

*Ulf Larsson,
IT Manager, DB Schenker*

DB SCHENKER



The Solution

The main objective for DB Schenker was to implement a short-term seamless, integrated data management system upgrade, with the long-term benefits of speed, flexibility, greater efficiencies, and overall improved customer experience.

SOTI MobiControl enabled DB Schenker to reduce the complexity of their complete device lifecycle management. With advanced helpdesk and real-time remote support the IT team was able to comprehensively manage the entire mobile deployment with ease. This improved the productivity of workers (within and outside the four walls) as well as impacted business performance.

Another key advantage that DB Schenker experienced was a lower cost of ownership because of centralized and proactive management that prompted their need to re-evaluate their enterprise mobility management provider.

Results

By incorporating SOTI MobiControl to manage their mobile deployment, DB Schenker now has access to secure, centralized information and reporting to deliver a clear competitive advantage for their customers.

DB Schenker is able to manage software upgrades on mobile devices easily and quickly, while eliminating the need for travel for onsite technical support and the costs related to it. Going forward, the company will be ready to integrate other mobile operating systems and device form factors with simplicity and ease.



Key Features for DB Schenker

Seamless Mobility Management

- Reduced complexity of managing groups of users with different usage requirements
- Managed deployment and upgrades of software, apps, files and scripts with MobiControl Package Studio
- Improved device and staff utilization with real time visibility into operations

Remote Helpdesk

- Enhanced service desk and user support with real-time, full remote control of devices

Reporting & Analytics

- Advanced reporting for custom data collection used for quarterly reviews with OptiDev (DB Schenker's system integrator)
- Key performance metrics for software and applications, device and user, security and compliance

Asset Management

- End-to-end solution providing seamless management across entire DB Schenker's value chain (private packaging, warehousing and logistics, fulfillment and delivery)

Advanced Alerts & Automated Actions

- Automated exceptions management capability - with advanced monitoring, alert and configurable actions to compliancy violations
- Proactive and on-demand management of latest and legacy handhelds
- Alert different departments if something needs checking, such as a device that may be offline.

SOTI is a proven product innovator and EMM Industry leader. Over 15,000 customer across 170 countries rely on SOTI for their mobility needs. We empower the enterprise to take mobility to endless possibilities.