

# SOTI XSIGHT

## DIAGNOSTIC INTELLIGENCE



## MAXIMIZE THE ROI OF YOUR BUSINESS-CRITICAL MOBILITY

Mobile device downtime is expensive, resulting in unhappy customers and frustrated workers. A lack of visibility into device performance is also an issue. Are business-critical apps being used as expected? Are device inefficiencies resulting in unplanned expenses? Are you meeting the objectives of your mobile strategy?

SOTI XSight combines diagnostic intelligence with our mobile-first support solution to improve the ROI of your business-critical mobility. SOTI XSight enables organizations to leverage advanced diagnostics to rapidly resolve app and mobile device issues. Organizations can also access customizable device and business data to improve operational performance and reduce costs. SOTI XSight integrates with SOTI MobiControl to give you complete visibility and supercharges it with analysis, support and management tools needed to streamline your business-critical mobile operations.



### OPERATIONAL INTELLIGENCE<sup>1</sup>

Unlock key performance metrics about your device fleet. Easily recognize areas that impact operational costs and make smarter, data-driven decisions to improve your mobile strategy and maintain peak efficiency.



### VISUALIZATION

Visualize your operations in real-time. Gain a holistic view of your mobile operations by accessing device and business data together. Identify the root cause of problems and gain a deeper understanding of your business.



### ADVANCED DIAGNOSTICS

Solve problems faster, reduce downtime and improve productivity for IT staff and end users. Remote Control into devices and access advanced tools to diagnose and solve issues within seconds.



### ALERTING SYSTEM<sup>1</sup>

Notify IT staff in real-time when key measures affect the operation of devices in the field. Avoid data overages, excessive battery drain, downtime from physical drops and more. Improve productivity, lower costs and minimize downtime.



### INCIDENT MANAGEMENT

Minimize problem resolution times and enable efficient support workflows. Easily submit and manage support tickets.



### LIVE SUPPORT

Next-level support is available via live text, voice and video chat. Enhance the support experience with end users and keep your business running smoothly.

## IMPROVE PERFORMANCE AND REDUCE OPERATING COSTS

As part of the SOTI ONE Platform, SOTI XSight minimizes the cost and downtime of your business-purpose and ruggedized mobile devices, as well as improves performance.

### TROUBLESHOOT EFFICIENTLY TO MAXIMIZE PRODUCTIVITY

- Troubleshoot devices as if they were in your hands.
- Enhance the troubleshooting experience for the user and support technician with text, voice and video chat.
- Record audio and video, and take screenshots to fully understand issues.
- Capture device state snapshots and attach to tickets for easy referencing.
- Remotely draw on app screens to improve agent and end user communication.

### VISUALIZE OPERATIONAL INTELLIGENCE TO MAKE DATA-DRIVEN DECISIONS

- Visualize device data and business operations in real-time with Live View.
- Analyze battery health to optimize performance and minimize costs.
- Predict which batteries will last a shift before the shift begins and stay productive.
- Gain visibility into which apps are being used, if they are being used at all or if they are the cause of downtime.
- Determine whether your cellular carriers deliver the connectivity your business needs.

1. SOTI XSight analytics available only for Android and Windows devices

2. Supported Smart Batteries can be found at <https://pulse.soti.net/support/soti-xsight/smart-battery-list/>

# MANAGE YOUR MOBILE APPS AND DEVICES

## RECOMMENDED MINIMUM SYSTEM REQUIREMENTS

Visit [soti.net/xsightrequirements](https://soti.net/xsightrequirements) to view the latest general system requirements for SOTI XSight. Requirements may differ by version of SOTI XSight.

## ADVANCED DIAGNOSTICS AND INCIDENT MANAGEMENT TOOLS

- Real-time remote control allows technicians to visualize the operation of remote devices. Technicians can control devices as if they were in their hands.
- Draw on the remote device screen to illustrate solutions to the end user and empower them to correct issues themselves. This further reduces downtime and end user frustration while increasing IT help desk bandwidth.
- Record the device's audio and video during a support call to accurately document what the issue is and how it impacts productivity. This information can be attached to tickets and shared with other agents to ensure context when addressing issues.
- Upload and download files and folders to troubleshoot or fix issues. Pull logs and files to gather device data. And do it all remotely without having to walk the end user through complicated, time-consuming steps.
- Integrated ticketing allows documenting of problems with screenshots, video recordings, device data snapshots, log files and more.

## OPERATIONAL INTELLIGENCE AND VISUALIZATION TOOLS



View device data on the Live View Dashboard and access metrics (e.g., location, signal strength) and business data (e.g., inventory levels, delivery status).



Optimize battery lifespans using smart data-driven decisions by visualizing battery health, charge cycles, battery temperature and more. Identify batteries that may not last a full working shift. Take proactive actions to ensure they do not fail.



View metrics on app usage and resourcing (which apps use the most data, cause battery drains or consume storage). Know which apps are essential and which can be removed.



Get a geographic view of cellular coverage via heat maps and determine if your carriers are delivering the connectivity your devices and workers need.



Create Watchlists for automated monitoring of devices and alert administrators when devices violate pre-defined conditions.

Fix problems faster, get total visibility on device performance, solve current issues and protect against future ones. Make smarter decisions regarding your business-critical mobile operations.



### TO LEARN MORE:

Contact a SOTI sales representative: [sales@soti.net](mailto:sales@soti.net) or visit: [soti.net/xsight](https://soti.net/xsight)

SOTI is a proven innovator and industry leader for simplifying business mobility solutions by making them smarter, faster and more reliable.

[soti.net](https://soti.net)