RMSOMEGA
TECHNOLOGIES

SOTI XSight

Diagnostic Intelligence to Minimize Downtime and Maximize Your Return on Investment

Mobile device downtime is expensive, resulting in unhappy customers and frustrated workers. It's impossible to support and diagnose issues without having the device in your hands.

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 is the world's first diagnostic intelligence and support solution. It 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	Advanced Diagnostics	Automated Monitoring	Incident Management
Pull metrics behind the performance of your devices to pinpoint the root cause behind critical issues or improve the ROI of devices and apps.	Access log files, run scripts and download files to better understand what your devices are doing in the field.	Create custom metrics to monitor devices, be notified of issues as they happen and resolve them quickly.	Remotely troubleshoot devices, document issues and take snapshots of the state of the device for easy first-call resolution.

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.

Powerful Incident Management & Support Software for Faster Resolution

- Troubleshoot devices as if they were in your hands.
- 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.

Critical, Operational Intelligence to Help You Make Smarter Decisions

- Analyze battery health to optimize performance and minimize costs.
- View which apps are being used and which apps are being ignored.
- Determine whether your cellular carriers deliver the connectivity your business needs.
- Identify apps and processes which consume higher-than-expected amounts of data.

Maximize the Downtime of Your Business-Critical Mobile Operations

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

Operational Intelligence Tools

Optimize battery lifespans using smart data-driven decisions by visualizing battery health, charge cycles, battery temperature and more. Predict when batteries will fail and proactively replace them beforehand.

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.

Incident Management Tools

- 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.

- Real-time remote control allows technicians to visualize the operation of remote devices. Technicians can control devices as if they were in their hands.
- Integrated ticketing allows documenting of problems with screenshots, video recordings, device data snapshots, log files and more.

Recommended Minimum System Requirements

- SOTI MobiControl 14.0 or higher
- Google Chrome or Mozilla Firefox
- Operating System (64-bit only): Microsoft Windows Server 2012, 2016 or 2019
- Database: Microsoft SQL Server 2016, 2017 or 2019
- Processor: 2 GHz or faster
- Memory (RAM): 4 GB or more
- Disk Space: 200 MB (minimum required to install SOTI XSight)

To learn more, contact our Enterprise Mobility experts at **info@rmsomega.com** or call **888.857.8402**.