

Aramex introduces MobiControl to its global operations

Aramex is a leading global provider of transportation and logistics solutions. Headquartered in Jordan, the company employs over 12,000 people in over 350 locations across 60 countries. Its range of services includes international and domestic express delivery, freight forwarding, logistics and warehousing, records and information management solutions. As a result, the demand for connected services while on the go, at every client doorstep, and at every minute of the day, is at the very heart of its ground operations.

A Mountain of Paper

As a rapidly expanding organization, Aramex increasingly manages mobile devices used for logistics and tracking. Aramex had a full inventory of Windows-based devices in the field, and all asset management functions were performed manually. To maintain the reliability and high availability of Aramex's express and delivery services, they kept front liners equipped with devices that were manually controlled and monitored to ensure full functionality with the most up-to-date applications. With numerous mobile devices on the road, asset and inventory tracking was also a challenge. Identifying the number of live devices, their locations and their statuses was very difficult. When it came time for updates, there was little visibility into the devices. Other than reporting scanning activities on delivery, there was no communications with the devices. This lack of visibility into device status also meant there was no way to generate reports about their current status in terms of battery power, storage and memory. Troubleshooting for Aramex was an even bigger issue, as its IT team could not interface with the devices remotely. The only way they could achieve this was when the devices were returned to the depot at the end of the shift, which took a lot of time and effort. "Applying updates in particular presented several challenges because the process was a manual and time-consuming one," says Samer Awajan, Chief Technology Officer for Aramex.

The MobiControl Factor

Aramex decided it was time to move to an enterprise mobility management solution. In its research Aramex discovered that SOTI MobiControl was the only offering on the market that could provide the management capabilities they needed. There were numerous pain points Aramex needed to cover: technicians required the ability to interact with devices in the field - there was no means to find out the battery, memory status, who was using it, Wi-Fi signals or even whether the applications were up-to-date. SOTI MobiControl enabled Aramex to not only track their devices, but also view all information about them in real-time over the air, including battery status, memory, storage, IP address, and Wi-Fi signal strength. In addition, not only was SOTI MobiControl the only solution that supported Windows Mobile, it also gave Aramex the ability to lock down features and operating devices into kiosk mode, ensuring employee productivity and compliance.

Vertical: Transportation & Logistics

Deployment: Purpose-Built

OS: Windows

Mobile Devices: Intermec

Region: Middle East/North Africa

Mobility Challenge

- All asset management functions were being performed manually
- When it came time for updates, there was no visibility into Aramex's mobile devices
- Lack of information about the status of mobile devices: from location to technical issues

Mobility Benefits

Improved Efficiency

- Moving from manual processes to SOTI MobiControl was a 180° change in Aramex's ability to track assets. Now all data is live and up-to-date, translating to 25% greater accuracy and 75% time savings in tracking assets alone

Increased Productivity

- The ability to lock down features and operate devices in kiosk mode ensures employees are productive and compliant

Cost and Production Efficiency

- Administrators can now remotely control a device without having to ship it back to the main depot for repairs, resulting in reduced troubleshooting costs of 60%

"SOTI MobiControl has been able to provide us with what we need most to provide the best customer service. Furthermore, we are confident that SOTI MobiControl will enable us to adopt new initiatives as they arise."

*Samer Awajan,
Chief Technology Officer
Aramex*



The SOTI Solution

With SOTI MobiControl, managers can now get a report to monitor all mobile devices from battery replacement to any other issue that needs to be addressed, including transactions and connectivity status. Aramex can now generate an up-to-date report at any point in time.

Twenty-four hour GPS tracking ensures Aramex can always locate a device and/or user. Aramex can now quickly identify devices that have left key areas, easily track their delivery routes, effectively re-route deliveries and identify drivers that stray from their designated route. All of these have contributed to their increased operational efficiencies.

Updated software functions have also seen a dramatic change. Rather than shipping devices to headquarters to transfer updates using a cable, they can now be executed using one click to push them out over the air, in real-time. This has cut the workload on IT down to a fraction of what it was. An added benefit is that IT administrators can customize updates and security rules to include single, multiple or all devices over the air in real-time, leading to an 80% time saving for updates.

Troubleshooting has also improved immensely. Administrators can remotely control a device as if it was in their own hands, without having to ship it back to the main depot for repairs. That alone has reduced troubleshooting costs by 60%.

The Results

Since working with SOTI MobiControl, Aramex has not only streamlined its management functions, it has generated significant savings on the time and labour front. Moving from manual processes to SOTI MobiControl was a 180° change in its ability to track assets and maximize operational efficiencies. Now all data is live and up-to-date, translating to 25% greater accuracy and 75% time savings in tracking assets alone.

As they continue to innovate, Aramex is looking to add a broader range of mobile devices, which will also be managed through SOTI MobiControl, Awajan says. “SOTI MobiControl will support our future BYOD initiatives to equip personal smartphones used by couriers with an app to perform day-to-day tasks such as updating pickup, delivery and payment collection information. It will also be a backbone for supporting an upcoming self-service shipping kiosk initiative that will be operated on Android-based tablets.” As he points out, to maintain the reliability and high availability of Aramex’ express and delivery services, those on the front line must be equipped with devices that are controlled and monitored to ensure they are fully functional and up-to-date with the most recent applications. “SOTI MobiControl has been able to provide us with what we need most to provide the best customer service. Furthermore, we are confident that SOTI MobiControl will enable us to adopt new initiatives as they arise.”

aramex
delivery unlimited

SOTI is a proven innovator and industry leader for mobility and IoT management. Globally, over 17,000 companies depend on SOTI to transform their business by taking mobility to endless possibilities.

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