

A FRAMEWORK FOR RESILIENT MOBILE OPERATIONS

Mapping the journey from
firefighting device outages to
predicting and preventing them

When handhelds, scanners and tablets connect your people to customers and inventory, any outage hits from all sides: revenue, reputation, and team morale.

True mobile resilience means operations that self-heal: surfacing anomalies, prescribing fixes, and continuously learning so you're always a step ahead of disruption.

[SOTI XSight](#) brings diagnostic intelligence and the tools to proactively resolve mobile device problems. DecisionPoint Technologies orchestrates the edge-to-core services. Together, we turn every decision point in the device lifecycle into an opportunity to boost uptime, cut costs, and deliver an end-user experience that truly supports your operations.

BOTTOM LINE UP FRONT

Organizations that treat mobile devices as critical infrastructure, not just tools, gain a competitive advantage measured in uptime, cost savings, and customer satisfaction.

THE PATH FORWARD

Assess your current maturity, implement SOTI XSight diagnostic intelligence, and leverage DecisionPoint's expertise to accelerate your journey to predictive operations.



THE MOBILE OPERATIONS REALITY CHECK

More disruption, less slack. Cyberattacks, labor shortages, seasonal peaks, and unpredictable supply chains leave zero margin for downtime. What once might have been a minor inconvenience now cascades into operational chaos, with each minute of device failure translating directly to lost revenue and frustrated customers.

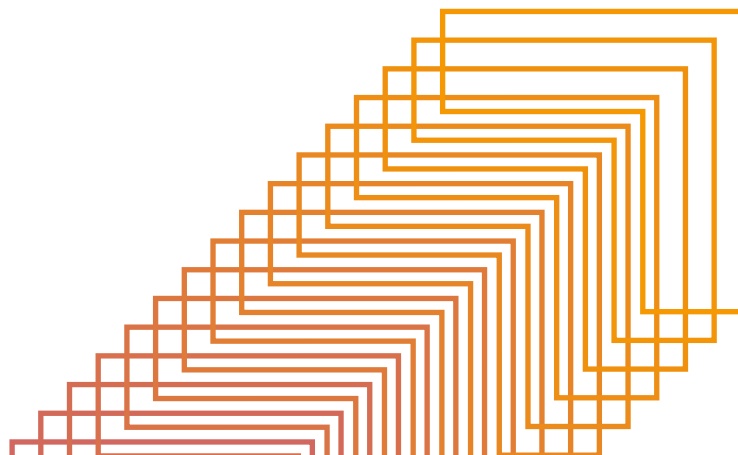
Regulatory and security pressures. Compliance audits now scrutinize device patch levels and data integrity. A single outdated device can trigger costly regulatory violations.

Experience economy. A dead battery at curbside pickup or a lagging POS at checkout doesn't just inconvenience one customer; it erodes brand trust in real time, with immediate impacts on social media, long-term loyalty, and employee experience that extend far beyond the transaction.

The traditional approach of “fix it when it breaks” is no longer viable.

SOTI defines resiliency as the integrated capabilities that matter most to prevent disruptions and stop downtime in its tracks: comprehensive lifecycle management, proactive monitoring, rapid troubleshooting, and flexible support across any form factor.

Predictive mobility management is about much more than keeping devices running; it's about turning every potential failure point into a competitive advantage.



FOUR STAGES OF MATURITY IN MOBILE OPERATIONS

STAGE	MINDSET	CAPABILITIES	BUSINESS IMPACT
Reactive “When stuff breaks, we fix it.”	Ticket queues and on-site device swaps	Little to no real-time visibility; manual user reports	Missed SLAs, high truck-roll costs, frustrated teams
Responsive “We jump in when alerted.”	Core MDM, remote wipe and control	Centralized console and health alerts, but no root-cause	Faster acknowledgement, partial downtime reduction
Proactive “We spot issues first.”	Diagnostic dashboards and anomaly detection	SOTI XSight Operational Intelligence surfaces battery, app, data, and signal trends	Planned spares, fewer escalations, lower support spend
Predictive “We prevent the break.”	Data Driven forecasting, closed-loop automation	Battery life prediction, watchlists with policy-driven actions	Shift-long uptime, optimized refresh budget, peak readiness as default

This progression isn’t theoretical. It’s a proven pathway organizations follow toward transformational predictive mobility management. The key lies in understanding how the capabilities of SOTI XSight map to each stage of maturity, creating a clear roadmap from crisis response to predictive excellence.

With the right help and guidance, most organizations can progress from reactive to proactive over the course of six months to a year:

CRAWL —————
 Deploy mobile device management

WALK —————
 Add SOTI XSight

RUN —————
 Integrate alerts into IT service management

...or they can leapfrog directly into predictive mobility management by layering SOTI XSight battery-prediction and API feeds into [DecisionPoint Technologies’ managed services](#)—enabling them to skip months (or even years) of DIY fine-tuning.

SOTI XSIGHT & DECISIONPOINT TECHNOLOGIES

A PROVEN FRAMEWORK FOR MOBILE RESILIENCE

While SOTI XSight provides the intelligence, DecisionPoint Technologies transforms that data into action.

Think of it as the difference between having a dashboard full of warning lights and having an expert pit crew that not only sees the warnings but knows exactly which wrench to grab. This is more than monitoring, it's mobile operations orchestration—aligned with DecisionPoint Technologies' lifecycle services framework.

Design	<ul style="list-style-type: none">■ Site surveys■ Device selection■ SLA definition
Deploy	<ul style="list-style-type: none">■ Kitting■ Staging■ Zero-touch enrollment
Manage	<ul style="list-style-type: none">■ 24/7 network operations center detects anomalies the instant SOTI XSight reports them■ First-call fixes for scanners, tablets, POS terminals—often before end-users notice■ Ensures WLAN/carrier links can handle seasonal peaks■ Flags devices due for refresh
Extend	<ul style="list-style-type: none">■ Analytics from SOTI XSight feed training, carrier negotiation, and battery-swap programs
Evolve	<ul style="list-style-type: none">■ AI and machine learning models retrain on your data■ DecisionPoint Technologies helps refine policies to ensure your organization stays at the predictive apex

OPERATIONAL INTELLIGENCE IN PRACTICE

SOTI XSIGHT FEATURE	METRICS & CAPABILITIES	OPERATIONAL IMPACT
Operational Intelligence	<ul style="list-style-type: none"> Fleet-wide KPIs: battery health, app and data usage, signal strength, and last location Pinpoints cost-drivers and efficiency gaps 	<ul style="list-style-type: none"> Weekly “health score” reviews to justify budget shifts and policy adjustments
SOTI XSight Live View* <small>*patent pending</small>	<ul style="list-style-type: none"> Real-time map merges device metrics (battery %, RF strength) with business data (inventory, delivery status) for indoor or outdoor operations 	<ul style="list-style-type: none"> Instantly correlates slow pick-line with weak RF signal to re-route tasks
Advanced Diagnostics	<ul style="list-style-type: none"> One-click remote control, log/file pull, screenshot and video capture, on-screen white-boarding for coaching field users 	<ul style="list-style-type: none"> >90% first-call fix: technicians resolve issues without shipping devices back Fewer truck rolls and less overtime
Alerting Systems	<ul style="list-style-type: none"> Policy-driven thresholds (storage, memory, data, physical drops) Generates auto-incidents and notifications when limits are breached 	<ul style="list-style-type: none"> Alerts route into DPT's ITSM queue; scripted playbooks patch, reboot or message the user before downtime strikes
Incident Management	<ul style="list-style-type: none"> Multi-tenant ticketing; email/self-service portal Rich APIs integrate with ServiceNow, Cherwell, Jira, etc. 	<ul style="list-style-type: none"> Ensures every SOTI XSight alert is tracked, escalated and closed inside the customer's change-controlled workflow
Live Support	<ul style="list-style-type: none"> Embedded text, voice and video chat Technicians can guide end-users in real time 	<ul style="list-style-type: none"> Empowers end users to self-heal with expert guidance Preserve productivity in peak periods

FUTURE-PROOFING FOR PEAK: A CASE STUDY

Scenario: *A major U.S. retailer braces for Black Friday. Multiple warehouse scanners' batteries are in the danger zone—and failure means stranded workers and orders backing up on the most critical day of the retail calendar.*

The stakes couldn't be higher. With millions in revenue on the line and customer expectations at their peak, every minute of downtime cascades into frustrated shoppers, overwhelmed staff, and potential brand damage that echoes for months.

It's not merely a nightmare scenario; it's just another Tuesday for organizations still operating in reactive mode. True mobile resilience means seeing the crisis coming and preventing it. Here's how it unfolds:

07:00

- SOTI XSight Watchlist flagged 12 scanners with batteries projected to fail by noon.
- DecisionPoint Technologies overnighted smart-packs, avoiding mid-shift chaos.

10:30

- SOTI XSight Live View shows a spike in data usage tied to a price-check update.
- DecisionPoint Technologies throttles the rollout to off-peak hours, preventing overage fees.

13:45

- Heatmap reveals a dead zone in a backroom.
- Floor managers reroute pickers while Facilities installs a repeater.

END OF DAY

- SOTI XSight incident metrics sync to DecisionPoint Technologies' portal.
- Leadership sees 99.9% mobile uptime—despite record traffic.

BENCHMARKING:

MEASURE WHAT MATTERS

DIMENSION	REACTIVE BASELINE	PREDICTIVE TARGET
Mean time to repair	2-3 days (device swap)	<30 minute remote fix
Unplanned outages per 100 devices per month	8-10	<1
Battery replacement spend	Calendar-based budgeting	30-50% cost avoided
Truck rolls per month	20+	<5

CULTURAL & ORGANIZATIONAL ACCELERATORS

Resilient operations depend on more than technology alone. Technological transformation demands organizational transformation. These three critical success factors separate leaders from laggards:

Break down silos. Make operational intelligence dashboards a shared experience for Operations, IT, and Finance. When the warehouse manager sees the same battery alerts as the CFO, decisions accelerate and accountability is shared.

Elevate mobility from cost center to competitive advantage. Stop treating devices as “just scanners.” They’re business-critical infrastructure, the nervous system connecting every transaction and customer interaction. When leadership recognizes this, conversations shift from cost containment to strategic investment.

Prove value before scaling. Pilot SOTI XSight on one route or store. Document battery improvements, reduced support calls, faster resolutions. Let data drive enterprise buy-in. (Success stories scale faster than presentations!)

Organizations that master these shifts succeed at turning operational excellence into market differentiation.

ASSESS YOUR STARTING POINT



1. Score yourself

Map your current practices to the four maturity stages. Are you still firefighting device failures, or do you have predictive insights that prevent problems before they impact operations?



2. Assess your gaps

Use the key metrics table to benchmark where you stand today. If your mean time to repair exceeds 30 minutes or you're experiencing more than one unplanned outage per 100 devices monthly, you have clear opportunities for improvement.



3. Calculate your potential

Organizations moving from reactive to predictive operations typically see 30-50% reductions in battery costs, 75% fewer truck rolls, and sub-30-minute resolution times. What would those improvements mean for your bottom line?



4. Build your roadmap

Start with quick wins that deliver immediate ROI: battery monitoring to reduce replacements, alerting systems to catch issues early, remote diagnostics to eliminate truck rolls. Then layer in predictive capabilities and AI-driven optimization as your maturity advances.

RESILIENT OPERATIONS AREN'T A LUXURY.

**THEY'RE YOUR
COMPETITIVE MOAT.**

Ready to discover what SOTI XSight and
DecisionPoint Technologies can help you achieve?

[Contact the experts at DecisionPoint Technologies](#)

to explore how diagnostic intelligence can give
your mobile fleet the foresight it needs to stay
one move ahead of disruption—and transform
your mobile operations from cost center to
competitive advantage.

TALK TO AN EXPERT



Call 1.888.412.SCAN (7226)

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