

# SOTI



SOTI MOBICONTROL XS



RETAIL



ZEBRA MC93, MC3300x, MC33  
POINT MOBILE PM90, PM451



ANDROID



POLAND

SOTI is a proven innovator and industry leader for simplifying business mobility solutions by making them smarter, faster and more reliable. SOTI helps businesses around the world take mobility to endless possibilities.

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# CUSTOMER STORY

## SOTI MobiControl XS Increases Żabka Poland's Retail Device Productivity by 90%

Żabka is one of Poland's largest convenience store chains, with over 12,000 locations operated by over 10,000 franchisees.

Żabka's convenience stores meet the needs for millions of customers everyday. With presence in the Polish market for over 27 years, the company has established itself as the leader in the modern convenience segment with over 4 million transactions carried out across Żabka stores every day.

Żabka's logistics network consists of 8 logistics centers, from which goods are distributed to stores throughout Poland and 19 transshipment terminals. In 2024, the Żabka Group entered the Romanian market by acquiring DRIM, a leader in fast-moving consumer goods distribution. It also launched a new chain of modern convenience stores in Romania under the Froot brand.

### The Challenge

With 8 logistics centers and rapid expansion underway, Żabka's IT team needed a consistent and real-time approach to managing all their devices across all locations to prevent downtime and ensure device security. Managing and securing thousands of devices across multiple locations became complex, with various user profiles and different configurations.

When issues with devices were detected, it often meant time-intensive on-site troubleshooting and face-to-face manual app updates. Ensuring clear visibility into device health and battery performance was also essential to proactively address issues to keep Żabka's retail and logistics devices operational. Żabka needed a modern EMM solution capable of keeping pace with the level of technological innovation they were implementing.



"With a partner like SOTI and the right configuration in place, you can forget about the devices that are already set up and running in production — they just work."

**Tomasz Maj**  
IT Project Manager  
Żabka, Poland



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## The Solution

To address these challenges, Żabka implemented SOTI MobiControl XS, a solution powered by SOTI MobiControl and SOTI XSight and supported by SOTI Enterprise Plus Service. SOTI MobiControl XS offers centralized device management, remote troubleshooting and real-time monitoring. This solution helps increase operational efficiency, reduce response time and maintain high standards across the company's entire ecosystem.

The implementation of SOTI MobiControl XS resulted in significant mobile device operational and administrative improvements for Żabka. This unified solution combines the centralized device management capabilities of SOTI MobiControl with the real-time analytics and insights of SOTI XSight, enabling remote control of devices, faster incident response and streamlined app updates, including those outside the standard app store. It also enhanced security, simplified device tracking and provided detailed performance and battery analytics to support proactive maintenance and maximize device uptime.

Customizable profiles tailored to specific roles and workflows further improved efficiency and reduced user errors, helping maintain consistent performance across all locations. Żabka uses SOTI MobiControl XS to manage thousands of devices including Zebra and Point Mobile devices.

## The Results

Since implementing SOTI MobiControl XS, Żabka has seen measurable improvements across IT operations. Device setup and deployment are now 88-90% more efficient, reduced from 25-30 minutes per device to just 3 minutes. Centralized app updates have eliminated the need for 10 minutes of manual updates per device, allowing thousands of devices to be updated remotely in just a few clicks.

If warehouse staff or drivers encounter an issue on their device, support can now be provided remotely. Issues can be resolved in about 5 minutes, which is much faster than the previous 20 minutes or several hours for devices that are not physically available on site. Overall, SOTI MobiControl XS has enhanced productivity, security and device reliability, delivering tangible benefits throughout Żabka's device ecosystem.

# żabka

“Support and engagement from the SOTI team is extremely important to us. We know we can always count on them, and that through our collaboration, we'll achieve the desired outcome.”

**Tomasz Maj**  
IT Project Manager  
Żabka, Poland

