

SOTI



SOTI MOBICONTROL XS
SOTI ENTERPRISE SERVICE



DIRECT STORE DELIVERY (DSD)



HONEYWELL CT45



ANDROID



U.S.

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

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CUSTOMER STORY

Transforming Efficiency: DAO Group Cuts Device Troubleshooting Time by 85% With SOTI MobiControl XS

For more than 35 years, DAO Group has been a trusted technology partner for businesses across North America, specializing in mobile device solutions for the logistics and Direct Store Delivery (DSD) industries. Headquartered in Virginia Beach, DAO Group provides end-to-end services, from hardware acquisition and maintenance to customized software development, system re-engineering, installation, training and ongoing support.

As both a SOTI reseller and customer, DAO Group relies on the SOTI MobiControl XS, a solution powered by SOTI MobiControl and SOTI XSight and supported by SOTI Enterprise Service, to deliver secure, efficient mobility solutions. They use SOTI MobiControl to manage fleets of handheld computers like Honeywell Dolphin devices, while SOTI XSight provides real-time visibility and proactive support. Backed by SOTI Enterprise Service, DAO Group ensures 24/7 reliability, strengthening its commitment to exceptional customer service.

More than 80 snack food manufacturers and distributors nationwide use DAO software solutions; specifically, Sycamore for their handheld computers and WebSnak for their host processor solutions.

The Challenge

When DAO Group started as a full-service provider for the DSD industry, out-of-the-box software did not exist. They had to create and support a series of custom apps for each customer, supported and sold the devices the software ran on, individually troubleshooting support cases and tickets as they came in, maintained the equipment and provided the supply sales. This made resource planning a challenge for the business.

As devices became more sophisticated and customers expanded their businesses, mobile device management and app support became more challenging. Physically travelling to different locations to upgrade software and troubleshoot device issues was no longer scalable. Being onsite meant bringing a cable and connecting to every device to provide software updates and address device issues. Provisioning new devices could take up to 45 minutes. These issues resulted in significant downtime, with employees losing full workdays due to travel and manual troubleshooting. Support calls could take an hour or more just to diagnose a device's problem. With a growing customer base, DAO Group needed a more scalable solution to manage device updates and remotely troubleshoot, ensuring they could provide critical support while maintaining their commitment to excellent customer service.

A full-service, real-time Enterprise Mobility Management (EMM) solution was needed to quickly diagnose and prioritize customer device issues, ensuring operations continued seamlessly across time zones and distances.



"We heavily depend on SOTI MobiControl XS to address our business challenges. Having the ability to remote into a device to troubleshoot for a customer is a game changer. In the past, trying to get the customer to describe what screen they were on or what they were doing was difficult and time consuming. Now, we can see everything in real-time and provide exceptional support to our customers."

Steven Rice, CFO
DAO Group



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The Solution

DAO Group upgraded from SOTI MobiControl to SOTI MobiControl XS. The move provided the team with a single, easy-to-use platform that delivered the remote capabilities they needed. Software updates can now be pushed to devices remotely and scheduled outside of working hours, reducing downtime during working hours and eliminating the need for onsite device support. Training cycles are now more efficient with SOTI MobiControl XS, as video modules replace the previous four-hour sessions for end users.

With SOTI MobiControl XS, DAO Group is able to support the Honeywell CT45 series used across logistics operations. All user groups can be clearly identified by customer name and all custom apps and software updates are logged in the system for visible compliance and support. The platform's Remote Control has proved especially valuable, cutting support call times from over an hour to just minutes.

DAO Group also utilizes the SOTI XSight Cellular Dashboard to monitor data usage across customer devices. Alerts notify customers when they are close to exceeding data thresholds, helping to prevent unexpected costs. This capability is now built into DAO's Hardware-as-a-Service (HaaS) ensuring customers have the visibility they need while reducing risk and expense.

The Results

DAO Group has reduced device downtime by 50% and improved its overall customer experience. Provisioning time has been cut by 45 minutes per device, while Remote Control has reduced troubleshooting time by 85%, shrinking support calls from over an hour to just minutes. This minimizes lost sales for customers who rely heavily on functioning devices to run their businesses.

The ability to quickly push updates and conduct field testing with device groups has significantly improved app version control and device compliance. With downtime reduced, productivity for DAO Group's clients has increased, and the company can now grow its business without increasing headcount — eliminating the travel and onsite support previously needed to set up devices.

Finally, by monitoring data usage with SOTI XSight, DAO Group helps clients avoid unexpected costs and bill shock, keeping operations efficient and customer satisfaction high. The results achieved with SOTI MobiControl XS allow DAO Group to focus on scaling its business while ensuring smooth operations for its customers.

