

SOTI



SOTI MOBICONTROL



ONLINE FOOD DELIVERY



TABLETS



ANDROID OS



GLOBAL

SOTI is a proven innovator and industry leader for simplifying business mobility and IoT 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 SNAPSHOT

Delivery Hero teams up with SOTI to help deliver over one million meals every day

Founded in 2011 and headquartered in Berlin, Delivery Hero has grown to become one of the world's largest online meal delivery services. Delivery Hero works with 310,000+ restaurant partners in 40+ countries to process over 1,000 meal orders per minute.

The Challenge

Scaling their own mobile solution while integrating the solutions from new acquisitions was a challenge. In 2015, Delivery Hero decided to standardize on tablets running Google Android for their in-restaurant ordering technology. However, remote management and configuration of tablets in different countries was difficult, and onboarding new restaurants was costly and time consuming. Delivery Hero needed a powerful remote management solution to help them with their global technology rollout.

The Solution

By summer of 2017, Delivery Hero had outgrown their device lockdown tool and needed a full-featured Enterprise Mobility Management (EMM) solution. Delivery Hero selected SOTI MobiControl because of its industry leading remote control, powerful scripting capabilities and flexible app management features. In 11 months, Delivery Hero was able to enroll and provision over 100,000 Android ordering devices into restaurants across Europe. This number will expand to all 310,000 partners over the next few years.

The Results

For Delivery Hero, the benefits of EMM are incredible. A simple update and restart of their remote devices used to require a phone call to every restaurant partner – hours and hours of effort. Now, they can push out the update and restart their devices remotely from within SOTI MobiControl in minutes. In addition, SOTI MobiControl's remote control feature makes it easy for Delivery Hero's Partner Care teams to onboard new restaurants and walk them through how to use the solutions right on the device. SOTI MobiControl saves Delivery Hero time and money by simplifying the management of their business-critical mobile solutions.



Delivery Hero



"SOTI MobiControl is so powerful and easy-to-use that it allows a single IT person to manage over 100,000 Android devices located around the world."

Julian Haberling, Delivery Hero
Product Specialist –
Restaurant Partner Solutions

