

AHA

CASE STUDY

SOTI helps AHA deliver exceptional healthcare business

AHA, as a pioneer of innovative touch sensor technologies, is No. 1 Interactive Flat Panel Display provider in Korean educational technology market. And, AHA also initiated Health Care business starting with *Smart Pass* globally. *Smart Pass* is Non-contact temperature measurement & face recognition for access control system. *Smart Pass* has been selected by many customers after very thorough tests and evaluation process comparing with other competitor's models. Those customers are from banks, government offices, libraries, auditorium, private academies, conference rooms, restaurants, religious facilities, schools, military, movie theaters, sports stadiums, and karaoke rooms, anywhere people get together and need to access.



The Business Challenge

AHA provides Smart Pass to customers all over Korea. Their IT department supports the devices and apps. If something went wrong with a device or app, the maintenance team had to go to the site to fix the problem, which was very difficult. Resolving device and app issues remotely was a huge problem.

The Solution

The device stores a lot of photo data and needs to keep that large amount of data safe and secure, and SOTI MobiControl has made that possible. SOTI MobiControl allows you to keep the home screen in a constant state and prevent any changes to the settings. This makes it easier for customers to manage their devices without having to go to that location all the time.

The Results

If any problem occurs, an alert will be sent to the management screen, and the problem will be identified and solved by the support team on the spot. SOTI MobiControl radically improved the productivity of IT team. Remote control enabled IT staff to log in to devices from anywhere and solve mobility issues in minutes, replacing lengthy, frustrating phone conversations. AHA saved hundreds of man-hours per year in IT time while reducing downtime.

Mobility Management Challenges

- Remote support capabilities reduce the burden on the IT department and cut support time and costs.

Mobility Management Benefits

- Remote control reduces downtime from mobile device or app problems.
- Secure devices and communications help maintain Personal Information Protection Law compliance.

"We are very happy with SOTI MobiControl. Before SOTI implemented to our Smart Pass, we spent a lot of time and money to support our Smart Pass. SOTI MobiControl reduced our support time and gave us a lot of cost savings. And our client are also happy with our quick support and more secure device environment."

*Chun Mo Yang
Sales Director, AHA*