



ZF FRIEDRICHSHAFEN AG

Managed services for efficient device management

Our Customer

ZF is a globally operating technology group that provides advanced products and systems for the mobility of passenger cars, commercial vehicles, and industrial technology. The company offers a wide range of products and primarily supplies automotive manufacturers, mobility providers, as well as emerging companies in the transport and mobility sector. ZF contributes to the electrification of various types of vehicles and supports the reduction of emissions, climate protection, and the enhancement of safety in the mobility sector with its solutions.

In 2023, ZF generated a revenue of 46.6 billion euros with approximately 168,700 employees worldwide. The group currently operates 162 production sites in 31 countries.

The Challenge

In manufacturing and logistics, ZF employees frequently work with various handhelds, mobile terminals, and handheld scanners. Currently, several thousand mobile devices are in use across approximately 100 ZF locations and service points in the EU alone. The central management of these devices – including automated installation of OS updates, configurations, files, scripts, applications, and troubleshooting – is handled using SOTI MobiControl, the leading software for mobile device management (MDM).

Service interruptions, performance issues, and challenges with system upgrades posed risks to production, making a comprehensive process analysis and a future-proof system architecture necessary.

WE ARE THE SUPPLY CHAIN ARCHITECTS.



Our Solution

ZF found its solution partner in ICS, a full-service provider with deep expertise in MDM projects. During a discovery workshop, ICS examined the current state of the entire MDM environment, revealing performance issues, missing software configurations, and processes in need of optimization. Based on a follow-up design workshop, a future-proof solution concept was presented. This included, in particular, server upgrades, further diversification of device groups, profiles, and packages, a comprehensive rollout of user-specific device functions (lockdowns), and the revision of various rules and process standards. Additionally, the introduction of the analysis tool SOTI XSight was recommended, which significantly simplifies error detection and resolution during ongoing device operation.

On this basis, ICS was commissioned to support the expansion of the solution and to provide SOTI licenses as needed. Additionally, ICS remotely manages error resolution on ZF devices across Europe at the 1st and 2nd level support and can administer devices on-demand for ZF.

The Result

The updates and upgrades implemented in the MDM environment enable ZF to work reliably with SOTI MobiControl and SOTI XSight. The more than 5,000 mobile devices currently in use can now be efficiently managed across the EU. The international remote service center of ICS significantly relieves ZF's IT support and is available outside of the ZF ticket system for production-critical systems via on-call service 24/7/365. With SOTI Connect, the management tool for mobile and stationary printers, the partnership can continue to grow – a proof of concept is currently underway for this.

In a Nutshell

The Company

ZF Friedrichshafen AG
www.zf.com

Industry

Automotive

Project Challenges

- Performance weaknesses in the existing MDM environment
- Latency losses in automated device management
- Increasing risk of critical device malfunctions

Solution

- Conducting discovery and design workshops
- Future-proof system optimization and expansion
- IT outsourcing for rapid issue resolution

Result

- Reliable mobile device management for mixed device infrastructures, EU-wide in 16 countries
- Scalable solution design for future requirements

The ICS Group is looking forward to speaking with you!

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