ŞOK – ETMCORE (MDM)

Şok Market easily manages more than 6000 devices in the field from a single center.

6000+
Android 8 - Android 9
Android 10 - Android 11

TURKEY
Every City

HOTEL
SUPERMARKET
SUPERMARKET CHAIN

MDM
ETM Ultimate Package

ETM CORE

CHALLENGES

ŞOK Market utilizes over 6,000 rugged devices across all their stores, for both online and offline sales, as well as in their warehouse operations and logistics processes. However, their IT team faces the challenge of manually sending device updates, which consumes significant time since these updates need to be done one by one. Additionally, they have been experiencing issues with lost or stolen devices.

To efficiently manage doorstep deliveries and payments, they needed to install a new application called "Cepte Şok" on the devices. Activating a mobile device remotely takes up to two hours, and with on-site support, it can extend up to six hours. Whenever an application update is required, the team had to manually reconfigure the devices, adding to the complexity of the process.

SOLUTIONS

ŞOK Market needed a solution to securely manage their wide range of mobile devices. They chose the ETM CORE - MDM product, which provided automatic updates with minimum or zero device disruption.

With ETM CORE - MDM, ŞOK Market acquired a touchless solution that facilitated wireless application updates and configuration for both existing and new devices, allowing scalable operations. They also ensured better device management by frequently monitoring the locations of their devices on a map, eliminating potential issues. These solutions are just some of the requirements fulfilled by ETM CORE - MDM.

RESULTS

Thanks to the device tracking and location services in ETMCORE - MDM, the rate of lost and stolen devices decreased from 8% to as low as 0.4%. Remote control capabilities resulted in a significant 95% reduction in IT support calls. Today, with ETM CORTEX, application support calls and general device management issues have decreased from 40 minutes to a range of 2-3 minutes. This allows IT personnel to gain an extra 15 hours of working time per month.

The "Cepte Şok" application can be installed or updated on field devices within minutes. Necessary documents such as user manuals and price lists can be quickly sent to the devices whenever needed.
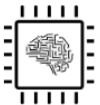
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