

Seamless Remote Control with MoboLink MDM REST API



Industry

Retailer

Application

Software Management Solution

Product

MoboLink Software
Unitech Mobile Devices

Case Description

This Fortune 500 U.S. retailer, with 860 stores, 40 warehouses, and 12,000 employees across North America, relies on over 3,000 Unitech mobile devices to support its daily operations. As business expanded, the client required a scalable and centralized device management solution to ensure consistency and reduce IT overhead.

Challenge

Without a centralized platform, managing devices across locations became inefficient. Manual updates, lack of automation, and limited remote access caused delays, inconsistent app versions, and increased downtime and support costs.

Solution / Reasons to Choose Unitech MoboLink MDM REST API

To overcome these issues, the client deployed Unitech’s MoboLink platform, utilizing the REST API for seamless CI/CD integration and centralized web-based control. The IT team gained real-time visibility into device status, health, and location, and used StageGO scripts to automate configuration across devices. MoboLink enabled fast, remote troubleshooting without physical access.

Benefits for Clients

- **Real-Time Device Monitoring**
Monitor device status, health, and location to stay proactive and informed.
- **Remote App & Firmware Management**
Install, update, and remove applications, and deploy firmware updates over-the-air.
- **Remote File & Log Access**
Push and pull files or retrieve debug logs remotely without physical intervention.
- **StageGO Configuration Deployment**
Apply configuration settings across devices using StageGO scripts for fast rollout.
- **Enhanced Security & Device Control**
Lock devices or enforce kiosk mode remotely to ensure focused, secure usage.



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