

Service Optimisation Solutions

Keeping customers happy by optimising machinery service intervals.



Predictive and Pro-Active Service Optimisation



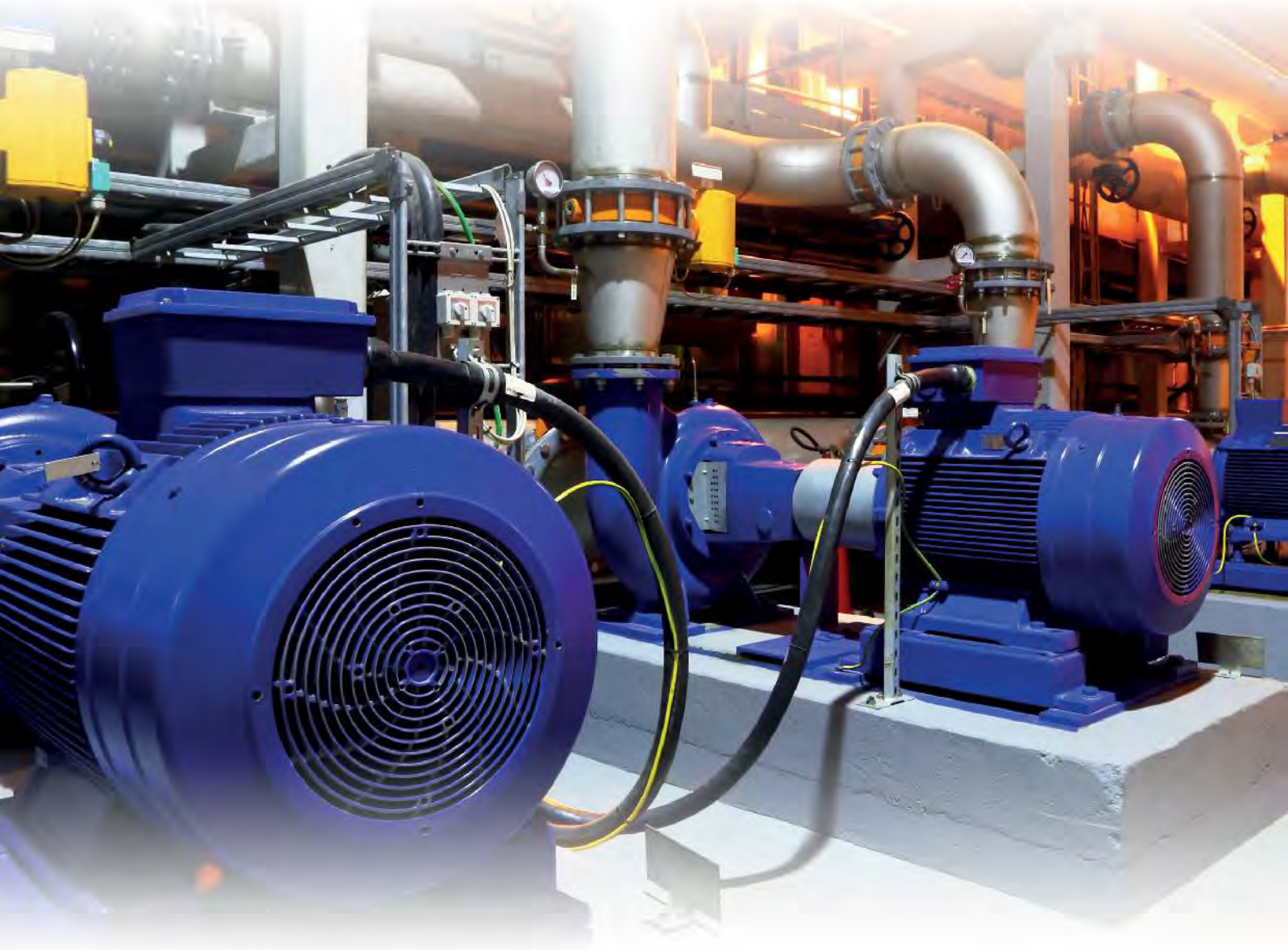
Companies rely on key devices or machines to run effective operations, and deliver a first-rate service to their customers.



The platform collects detailed data to accurately understand the usage profile of a machine allowing the opportunity for new innovative commercial models.



EdgeMethods Industrial Telemetry Platform is revolutionizing business operations by collecting data from these machines to pro-actively predict breakdowns.



Key Solution Benefits



Optimised machinery servicing leads to higher customer retention.

By continually collating data from key devices and machines to avoid over or under servicing; EdgeMethods Industrial Telemetry Platform keeps your customers satisfied.



Optimise the design of future products to ensure that they are always offering the capabilities and support customers require.



Increase efficiency of resource deployment, based on data-proven customer needs.



Spur innovation by taking strategic ownership of your organisation's IoT and analytical needs.



Drive new revenue and increase customer retention through efficient data collection and business model optimisation.



Provide new predictive and pro-active maintenance services to ensure your customers can keep working and rectify faults early on.



User Experience



The user-friendly dashboard provides easily digestible reporting, enabling service engineers to make informed and profitable decisions



The Technology



Our cloud-based solution uses software, sensors and devices to monitor machinery performance to provide notifications when a service is required.



Open yet robust protocol.

EdgeMethods Asset Tracking Solutions implements a standards-based protocol and message format that can easily be accessed by a number of different devices. This protocol ensures that data processing costs are kept firmly under control, and that your solution is not restricted to a particular device supplier.



Intuitive user interface.

EdgeMethods Asset Tracking Solutions platform has been developed for an agile working environment; providing a responsive and modern UI that works on PCs, tablets, and mobile phones (including Continuum capable phones). This allows for a highly versatile user interface, which is vital for service engineers.



Transparent data extraction.

Using Microsoft Azure, EdgeMethods Asset Tracking Solutions is able to output data, subject to applying security, into data stores that are owned and managed by customers.



Built for Microsoft Azure IoT.

We only work with the very best platforms. EdgeMethods Asset Tracking Solutions runs exclusively on Microsoft Azure, and takes advantage of Azure IoT services to deliver a platform that is backed by the reliability, capacity, and security Microsoft delivers.



Easy integration.

The open data approach in EdgeMethods Asset Tracking Solutions platform means that customers can feel confident and in control of their data, and provides the necessary integration points for external business systems.



Open data.

EdgeMethods believes that the data generated by your device is vital to your business, and should be easily accessible at all times. Customers can even tap into the raw data streams if they like.

