

PRODUCT.ONE Connected Product Accelerator

Product.one is an Accelerator Designed to Supercharge the Provisioning and Management of Connected Products

PRODUCT.ONE enables the rapid provisioning and ongoing management of connected products for home and commercial use. PRODUCT.ONE not only enables end-users to provision and manage connected products but also allows manufacturers and authorized partners to analyze usage and manage connected products remotely for maximum availability and minimal downtime.

PRODUCT.ONE is built on PLAT.ONE's industry-leading adaptive IoT platform, offering powerful capabilities at the device, edge and cloud level. The platform provides scalable management for millions of connected products, and a role-based security model to ensure that only those authorized to see customer and product data have access.

THE SOLUTION

By connecting your products to a central control fabric via the cloud or edge networks, your business and your partner networks can realize transformative changes in day-to-day operations and customer satisfaction. Built on PLAT.ONE's enterprise-grade IoT/M2M platform, PRODUCT.ONE is a solution accelerator designed to allow you to rapidly introduce IoT connectivity, remote management and analytics for large networks of products all from a single control platform. This enables step-changes in operational efficiency and customer service, while powering innovative new business models and product offerings for you and your partners. It allows the coordinated launching of new services on connected products and the analysis of usage patterns and proactive response to problems.

THE POSSIBILITIES

SELL NEW SERVICES

The Internet of Things is creating a new Intelligence of Things enabling manufacturers to provide services previously impossible. For example, end-user customers on vacation would not expect to receive security notifications from their front door or lights without dedicated security systems. Yet PLAT.ONE can enable connected products such as appliances to send usage alerts, which if occurring during a vacation may indicate that someone is in their house and using an appliance. Either as a free service or as part of a premium subscription these are new services to increase product stickiness and customer loyalty.

Use Case

LaCimbali is the largest manufacturer of coffee machines in Italy. Their next generation of coffee machines are powered by PLAT.ONE. LaCimbali seeks to offer customers, distributors and partners not only rapid deployment of new services and revenue streams, but also improvements in efficiency and uptime through predictive maintenance.

Key Requirements for a Connected Product IoT Platform

1. Future Proof your IoT Strategy: With the myriad of IoT standards, and the many protocols that exist, your platform must be able to adapt to changing technical requirements. PLAT.ONE supports over 50 protocols and can rapidly learn new ones.
2. Multi-Tenancy: With complex sales distribution and service delivery systems, multi-tenancy is a key requirement. Manufacturers need to enable distribution and service partners to access, integrate customer and product data differently between each partner, yet all on the same infrastructure deployment. PLAT.ONE supports multi-tenancy and role-based security.
3. Enterprise Grade Data Management: High availability, management of data ingest, processing and storage on an enterprise grade platform is a key requirement. PLAT.ONE provides scalable, highly available data ingest and management.

SELL AS A SERVICE

Sell new services or disrupt the market and your competitors with a “SELL AS A SERVICE” model. No longer are your revenues constrained by one-time product purchases. For example, now vacuum cleaner manufacturers can sell “vacuuming as a service” on a monthly or annual basis instead of just selling a vacuum cleaner and occasionally making monies from bags. Sensors in the product can detect air quality and floor “cleanliness”. This is an example of services which were not previously available for purchase from the product manufacturer and represent the shifting of the economy towards a product + subscription service for many categories of products.

INTEGRATE

The PRODUCT.ONE accelerator harnesses PLAT.ONE’s unique ability to integrate data from other connected products and services. PLAT.ONE’s secure data management technology enables closer engagement with customers without compromising privacy. The platform can securely integrate with smart phone applications, allowing for innovative new services, electronic payments and instant delivery.

For example, a connected product such as a coffee machine in a café might know that the preferences of a particular customer, enabling the machine to offer customized drinks at the point of sale. In the case of commercial vending machines, a coffee machine in the same area as other food vending machines could communicate and suggest additional purchases with promotional pricing for the customer.

CUSTOMER SATISFACTION – IMPROVE YOUR NPS

As a manufacturer or distributor you can view product usage data in real time, enabling accurate KPI monitoring down to each individual deployed and connected product. You can choose to share access with your distributors and reseller partners so that everyone can see how deployed products are being used, customer usage habits and even measure for improvements in Net Promoter Scores (NPS).

Never before could you launch a product, introduce it to your supply chain and actually know if the product is being used, for how long and how often. New KPIs will emerge around time-to-first use, duration of usage and signs of impending return such as non-activation or noticeable reductions in usage over time.

ENTERPRISE GRADE

The PRODUCT.ONE Connected Product Accelerator is based on the complete, end-to-end, enterprise-grade IoT platform PLAT.ONE. Manufacturers can implement one connected product, and over time add additional product lines and integrations with distribution, service and support partners to build their own Internet of Products and Services generating new revenues and loyalty from partners and end-users.

to learn more please visit www.plat.one/productone or scan the QRC code

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Product.One Features

- Connected Product Accelerator based on the complete, end-to-end, enterprise-grade IoT platform PLAT.ONE
- Centralized control and monitoring from a single on-premise or cloud-ready platform with web-based and mobile configuration and dashboards
- Role-based security to allow for a new generation of trusted partners, product managers and developers to create innovative services
- Sensitive data anonymized to protect consumer and company data
- Adaptive architecture enabling product connectivity over multiple networks
- Support for over 50 protocols and rapid automated learning of unknown protocols
- Easy integration of legacy systems and devices, modern web services and social media providing a framework for a 360-degree view of your customers

Product.One Benefits

- Sell New Services
- Sell As a Service
- Improvement your NPS
- Reduce Product Returns
- Customer Rewards
- Predicting Demand
- Market Research
- Secure End-Customer Relationships

