



## How SYSPRO, using IoT, put the freeze on a major supermarket's refrigeration problem.

### PROBLEM: Equipment failure leads to unhappy customers

- Our customer sells refrigerators to major supermarkets.
- They provide an SLA to guarantee refrigeration up-time.
- If a fridge goes down in a supermarket, it could potentially lose product.
- Our customer wasn't meeting their SLAs as they only knew that the fridge had failed when the supermarket called to complain.
- They needed a solution to provide, not only a real-time notification, but also an early-warning system to enable them to prevent equipment failure.

### SOLUTION: Real-time visibility and early warning system

With IoT working collaboratively and contextually with their SYSPRO ERP, we were able to deliver real-time insights and an automated early warning system to initiate action and enable improved service delivery.



Devices were placed into fridges from which equipment data was collected and stored in a Database in the Cloud.



This data was collated, summarised and analyzed nightly.



This enabled automated detection of anomalies and exceptions such as whether a particular fridge had reached a specific threshold. This was done by identifying: whether the temperature was going down, or going up, or the humidity was dropping.



Without any human intervention, the detection of the exception critically initiated an automated workflow in SYSPRO.



The workflow sent a notification to the technician's mobile device via the Espresso mobile application.



This early notification system allowed the technician to arrive at the store and make repairs before the machine actually went down!



We are now starting to learn the life span of the bulbs, filters, compressor details etc, so that we can predict when any of the fridge parts will break down, and fix them before they do!

Now, imagine what the application of IoT together with SYSPRO can do for your manufacturing or distribution company.

Together we can turn BlueSky ideas into reality, with the limitless possibilities of digitalization.

Download the SYSPRO BlueSky brochure.