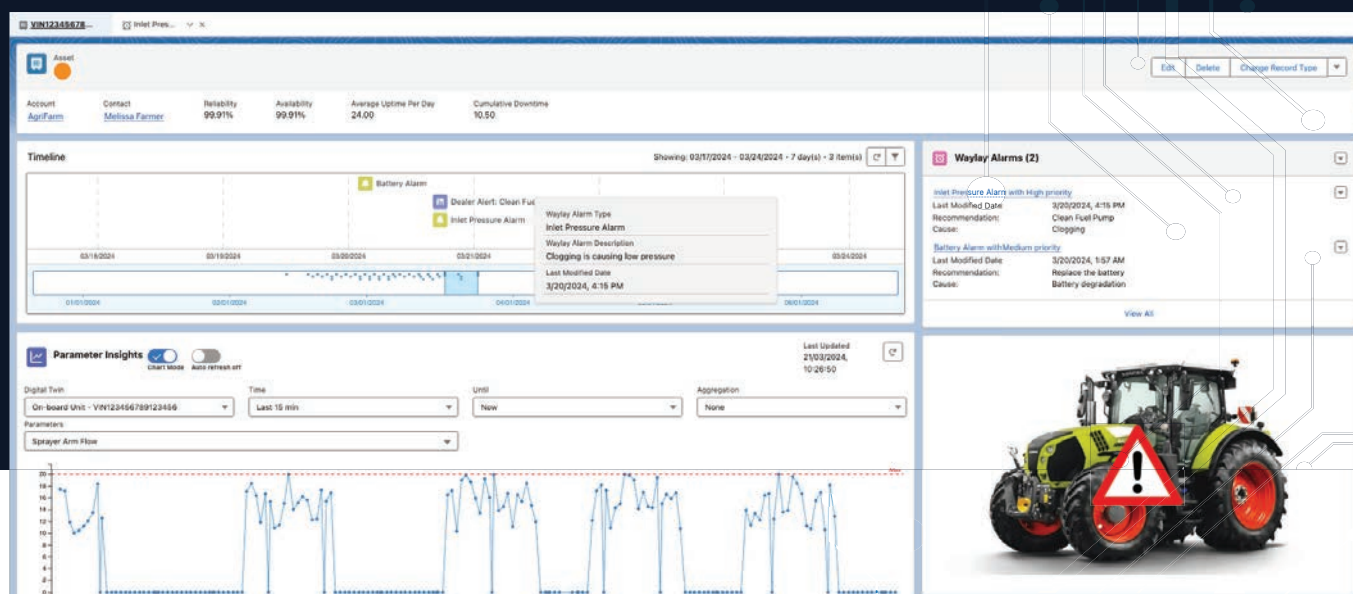




waylay Digital Twin

IIoT Asset Health Monitoring in salesforce

Waylay Digital Twin is a no-code Salesforce ISV App available on the AppExchange. It connects IoT and operational technology (OT) infrastructure back to Salesforce via intelligent data processing with the aim to unlock more business value from IoT data. Waylay Digital Twin boosts IoT asset condition and performance visibility within the Salesforce environment. The application is used by service operations teams to detect and resolve asset issues faster, to reduce unplanned downtime and to complement or transform products into services.



Many discrete manufacturers and utilities have invested in connected assets. Remote visibility on asset performance brings numerous benefits in terms of increased uptime, optimized support and more customer peace-of-mind. However, to reap these benefits, the IoT deployments require an integration with existing business processes. Many companies have selected the Salesforce platform as the backbone of their IT infrastructure to interact with customers and partners. In the context of service operations, Salesforce Service Cloud and Field Service are marketing leading platforms. Waylay Digital Twin provides an out-of-the-box solution to connect IoT platforms to Salesforce. It provides scalable and configurable IoT data processing, off-core from the Salesforce platform, to orchestrate and make IoT data actionable. Ultimately, it is the combination of these IoT insights with the customer context available in Salesforce that drives business results.



Reduce Costs



Increase Revenue



Increase customer satisfaction



IoT



SCADA



PLC



Batch data



Retrofit Assets



Asset Logs



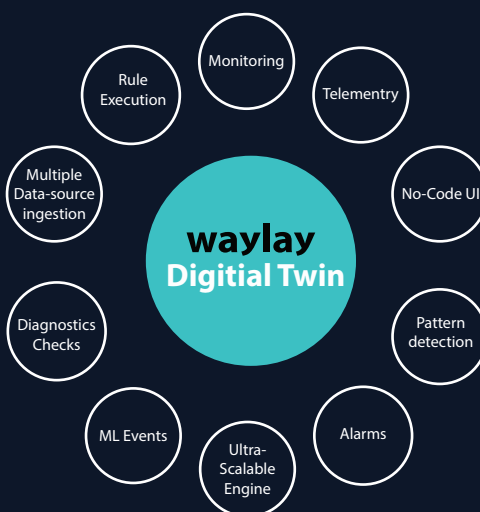
AWS



Azure



Google Cloud



salesforce

1 Waylay Digital Twin boosts the productivity of service operations teams. Through remote visibility of assets' status, the root cause of issues can be identified faster and potentially be solved remotely. This has a direct and positive impact on the related field service cost.

When evolving from a reactive 'break-and-fix' approach to a proactive service approach, the ratio of planned versus unplanned field service interventions will change which again will have a positive impact on cost.

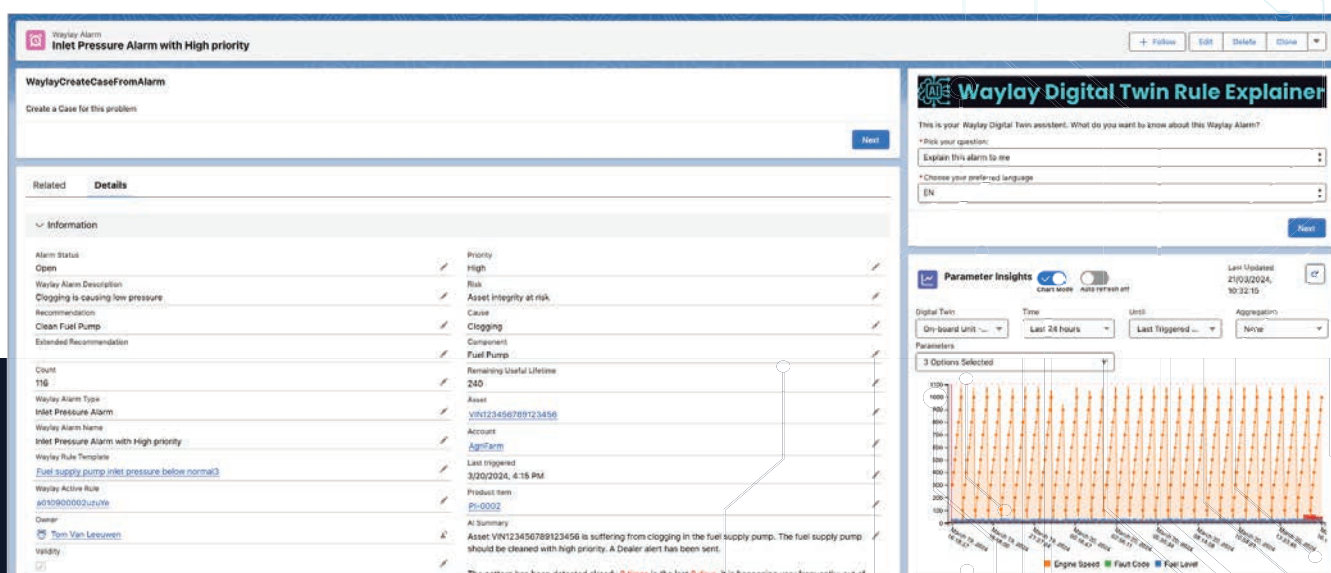
3 Unplanned downtime usually leads to a loss of productivity and lost revenues. Remote visibility on asset health and performance degradations allow customers to act proactively, avoiding downtime and increasing asset productivity.

Asset performance visibility opens a spectrum of opportunities for new service offerings to customers: differentiated SLAs, online sharing and tracking of asset KPIs and the transformation of products into service offerings.

2

4

BENEFITS



Typical supported use cases



Asset usage monitoring to trigger sales opportunities



Asset hierarchy alarm escalation for efficient crew dispatching



Call center agent initiated asset telemetry diagnosis



Smart asset uptime monitoring & service level agreement validation



Conditional maintenance plans