

# Your machines are talking. Are you listening?

Imagine a world where machines are able to communicate with your enterprise. Scheduling service appointments will become a thing of the past. Machines will inform support organizations when they are starting to break down. Raw machine data will be transformed into actionable intelligence to be shared and collaborated across every facet of your company.

Now imagine using that insight to elevate your customers' experience to a whole new level. **Imagine a world with The Social Machine.**



#### Save Time and Cost

Increase machine up-time with 24x7 visibility into machine performance. Remotely diagnose and repair certain problems.



#### Increase Efficiency

Machines can proactively notify your Customer Service team of issues by auto-creating, assigning and routing Cases and Chatter posts before your customer even knows of an issue.



#### Proactively Identify Issues

Create business processes around the configuration and set-up of machine thresholds and alarm settings.



#### Improve Communication + Collaboration

Chatter posts created from your machines can notify cross-departmental teams when a Case has been created.



#### Increase Customer Satisfaction

Improve the customer experience for your clientele.



#### Resolve Issues Faster

Provide specific Case details and relevant Knowledge articles to your field service teams.



#### About Etherios

Etherios is a cloud computing expert services provider. We have helped organizations of all sizes realize their IT strategy around cloud computing for CRM, system integration, training, and custom application development. [Chicago](#) | [Dallas](#) | [etherios.com](#) | [888-287-2711](#) | [sales@etherios.com](#)

# Connect Your Products Into The Salesforce Platform

The Social Machine is a revolutionary cloud-based platform for connecting products into core business processes via the Salesforce Platform. Customer service can move from a reactive model to preventing failures before they occur. Product data can be shared across an entire organization. Research and development can use product data to drive improvements in next-generation products.

High product use can result in a notification to the sales team creating up-sell and cross-sell opportunities. Organizations that listen to their connected products can create new levels of internal collaboration, breaking down silos, getting closer to their customers and unlocking new sources of productivity gain.



THE SOCIAL MACHINE		
Machine Connect™	Machine Process Builder™	Machine View™
<i>Easily connect any device into your enterprise</i> <ul style="list-style-type: none"><li>• Direct machine to cloud capability</li><li>• Programmable gateway solutions</li><li>• Inexpensive thin software client</li><li>• Flexible carrier integration</li><li>• Increased security through native HTTPS</li></ul>	<i>Intelligent machine management in the cloud</i> <ul style="list-style-type: none"><li>• Device cloud process builder</li><li>• Seamless process configuration and execution</li><li>• Smart analytics and data management</li><li>• Enhanced machine security and reliability</li><li>• Scalable solutions for growing organizations</li></ul>	<i>Enterprise-wide visibility into machine performance</i> <ul style="list-style-type: none"><li>• Continuous machine monitoring</li><li>• Customizable application integration</li><li>• Available on any Salesforce Platform</li><li>• Mobile accessibility for Customer Service, Sales, and Field Service teams</li></ul>