

SMART SENSORS FULFILLING THE PROMISE OF THE IOT

UNVEIL THE POWER OF IOT IN ROBIOTIC

Overview: RobloTic is a company which sees future in new technologies such as IoT and finds innovative ways to improve customer service. The paramount goal of the implementation in RobloTic was to provide a platform and infrastructure for connecting devices to IoT network and make it incredibly simple.

Challenges: The type of IoT platform proposed by RobloTic is still a novel solution on the market. Therefore, the greatest challenge in this project was to design architecture which would make the platform easy-to-use and intuitive not only for technical staff but for every user. Moreover, the platform needed to be very flexible and able to react in real time - thanks to the instant reaction on signals from devices, processes like customer service management or devices maintenance became extremely effective.

Solutions: The analysis and research showed that the best architecture would include creating rules with Amazon Kinesis and Spark to provide real time analysis of data collected from the devices. Additionally, Cloudity developed a simple yet comprehensive and user-friendly Salesforce package which simplifies setup by providing graphical interface to set up devices. Now the package makes it remarkably easy to create automations related to devices.

Results: The whole process is currently based on Sales Cloud and is provided as an out of the box solution. Cloudity's package includes a step by step flow to register and connect to the rest of infrastructure. Moreover, a custom, graphical application for setting up Triggers has been developed in Salesforce. Now anyone can easily set a Trigger to send an email or create cases for appropriate staff such as technicians or delivery team. The user doesn't have to know what's going on behind it and, therefore, doesn't need a deep technical knowledge either about a device or IoT. The solution proposed by Cloudity made the process effortless and accessible!

Salesforce customization: Sales Cloud and Community custom application