

MINI-CASE STUDY

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MESH SYSTEMS PROFILE:

Mesh Systems designs and deploys turnkey IoT (Internet of Things) solutions that include hardware, software and networking frameworks for Smart products. Our award winning platform, MESHVista® combined with our deep industry expertise enables us to accelerate the delivery of products and services that connect devices, data, people and processes to work together in harmony.

APPLICATION:

Smart Services

Remotely monitor, manage and predict maintenance while helping technicians quickly deliver the right skill and part to fix an issue.

Smart Services System Allows Service Teams to Remotely Monitor, Manage and Predict Machine Maintenance

"Mesh Systems is one of the few companies that can offer a complete, end-to-end solution from application design to manufacture to deployment."

- CIO Review "50 Most Promising 'Internet of Things' Companies" award

SITUATION

With an intense focus on high quality product development, manufacturing and support, BUNN, a leading manufacturer of beverage dispensing machines wanted to expand its connected products by adopting the latest wireless technologies with cloud based IoT infrastructure to lower support costs and enhance customer service through better remote machine monitoring and maintenance.

SOLUTION

BUNN created a machine wellness program that minimizes equipment downtime and maximizes customers' profits. By embedding cellular technology within the dispensing machine, BUNN has a direct view into each machine's performance, maintenance needs and vital statistics, thereby ensuring the highest possible uptime. From BUNN's command and control center, service technicians have a real-time view into a machine's health via a web-based management portal which provides notifications and reports.

BENEFITS

Increased equipment uptime and reliability as well as enhanced customer experience through remote support.

Reduced service costs from lower machine downtimes and remote equipment repair and predicted maintenance.



MESH SYSTEMS™

Internet of Things Software, Services and Solutions

Creating business action and insight from IoT devices and applications

— Learn More —

Find out how we can deploy a turnkey IoT solution for your Smart product

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