Bringing Transparency. Eliminating Risks

How we are remotely managing millions of carbonated soft drink dispensers for a multi-national beverage corporation

ABOUT THE CUSTOMER:

An American multinational food, snack, and beverage corporation. The customer has interests in the manufacturing, marketing, and distribution of grain-based snack foods, beverages and other products.

BUSINESS SCENARIO

The customer has a stated digital transformation objective of moving towards IoT and analytics to improve their distribution methods and speed-to-market. The prime needs were to monitor the beverage quality and sales across all parameters, check health status of dispensers from the outlets that are spread across the globe from a remote command center.

The objective was also to monitor the quality of drink served through the dispensers (alterations of syrup if any by retail vendor) and the actual amount of sale done through dispenser and identify areas for profit and loss analysis.

THE CHALLENGES

- Complex configurable parameters
- Frequent service scheduling
- Consumption & predictive distribution analysis
- Adapter based integration with devices and 3rd Party applications
- Role Based security/access

THE SOLUTION

The Connected Dispensers solution leverages Digital Technologies to deliver multi-fold benefits for the customer. Tech Mahindra's proven expertise in providing design and development of telemetry gateway, firmware and cloud portal software monitors dispensers installed across globe. The platform brings -

- Reports and dashboards for end-end visibility into dispensers, servings and inventory
- Lego style telemetry solution to measure various dispenser and beverage parameters
- Leverages remote monitoring and diagnostics to ensure dispenser availability and recover the cost of dispensers much faster
- Ensures a consistent drink experience for consumers through improved traceability and automated inventory management.
- Prevents unauthorized dispenser movement and theft with location tracking and geo-fencing
- Reports and dashboards for end-end visibility into dispensers, servings and inventory
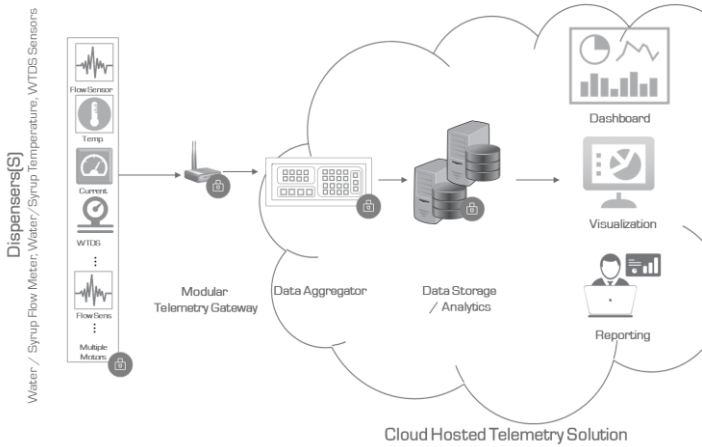- Supports different dispenser types

Business Benefits

- Reduced dispenser down time by 50%, increased asset performance, reduced false maintenance calls and improved quality

- Unique low cost telemetry solution suited for multiple dispenser types

- Complete traceability into number and quality of drinks served

- Improved cost recovery through remote diagnostics and theft prevention

- Consistent consumer drink experience

- Automated inventory management through remote monitoring and maintenance for dispensers.

The Connected Dispensers Solution leverages Digital Technologies to deliver multi-fold benefits for the customer - from ensuring a consistent consumer experience to automated inventory and remote monitoring for dispensers...

Cloud Hosted Dispenser(s) Monitoring Solution

SOLUTION FEATURES:

- 12+ critical parameters monitoring - compressor status & on-duration, agitator motor status, flow meters, water TDS Values, Co2 Pressure range

- Telemetry Gateway - One H/W modular gateway framework to monitor multiple types of dispensers

- Low cost gateway comes with add-ons features

- Supports 2G/3G/Wi-Fi/bluetooth based data communications

- Location tracking of dispensers

- Scalable from few hundreds to thousands for globally distributed dispenser

Tech Mahindra Edge

Tech Mahindra is a recognized industry leader in Electrical, Mechanical, Embedded Engineering and we have done has marquee implementations for Remote Monitoring and Diagnostics for a variety of applications and industries. Our 360° approach and capabilities from Sensor Design to Connectivity to Data & Analytics and Enterprise Integration have helped us deliver the engagement successfully and build a robust connected dispenser solution.

Connected World.
Connected Experiences.