Service platform for service organizations

Comprehensive solution with technological upgrades of gates/doors and administrative support for service contract sales for service organizations.

What is Service Intelligence?

**Service Intelligence** is a web-based system that automatically monitors all kinds of industrial doors, gates, barriers and bollards. The system provides service organizations with revolutionary options for a collective overview of all of their clients' installations. The gate/door itself reports any possible errors and calculates service dates based on actual usage levels.

Benefits:

- Automatic monitoring of all types of gates, doors and barriers.
- Increases revenues and streamlines the organization.
- Scalable, flexible and customized for your needs.
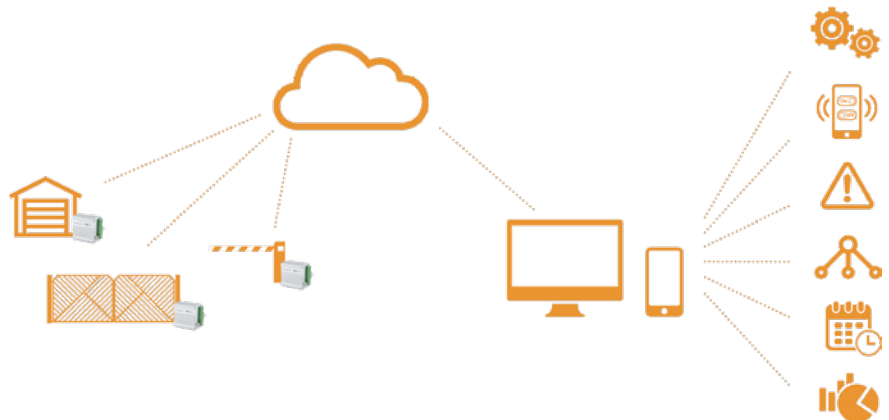
The system provides huge opportunities for following up faulty components, usage statistics, historic data and reports. This has a positive impact on the entire organization and motivates your clients to select you as a service provider. With our extensive expertise and 15-year history of developing connected technology, we can help you get the most out of your products.

How does it work?
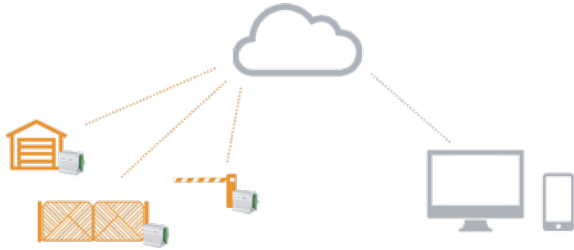
- Compatible with all gates
- Pre-installed SIM card
- Installation takes less than 30 minutes

Built into each gate/door/barrier is our GSM-based service intelligence hardware. Compatible with most gates and doors on the market, new or old, the system is constantly monitoring the equipment's vital functions. Simply administered via our Transmitter Solutions TS Cloud service, it can also be programmed to send fault reports via text message.

Specifications

- 9-24V AC/DC
- 8 sensor inputs
- Counter for number of openings

- 2 closure relay outputs
- Battery back-up
- Pre-installed SIM card

Examples of functions monitored

- Gate open/closed (with counter)
- Photo eye
- Safety edge
- Vehicle detector

- Load guard
- Control box
- Power supply

Open signal

Open the gate from your mobile phone or via the annual time switch.

How does the TS Cloud work?
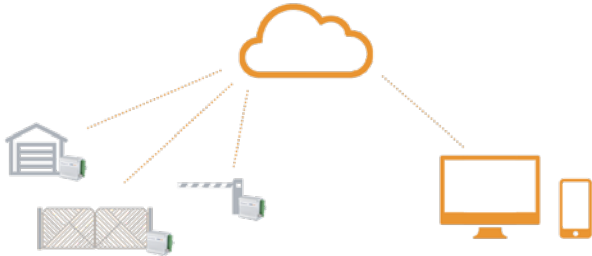
- Receive early warnings for all faults before your customer does, through automated monitoring.

- Automated service planning.

- User-friendly and adaptable for specific needs.

TS Cloud is our innovative proprietary cloud service through which all of your gates and/or doors communicate. And if you have access to a browser then you can also easily access the TS Cloud. Unlimited number of gates/doors can be added to your account.

Remote configuration

Field visits are no longer necessary, as all settings can be controlled via TS Cloud.
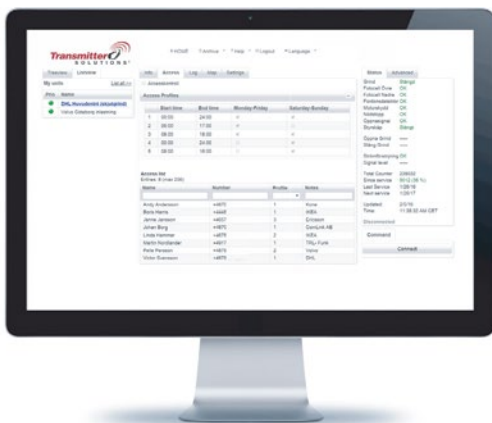
Open/close via your mobile phone

The system can also be used to open and close your gates/doors from your mobile phone. Administration of users is simple, with names, telephone numbers, access times and log functions for each unit.

Alerts & notifications

Clear indication of faulty gates. Alerts and information about resets can also be sent via text messages or email to any user.

Monitor

Define and group units as required. Provides an overview of all units, including their current status and information about upcoming services. With color-coded status prioritizing.
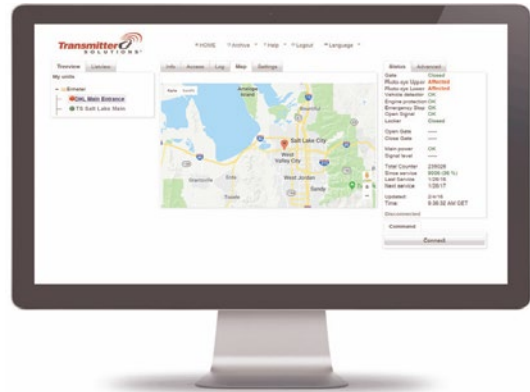
Forecast-based service

The system is able to automatically calculate the date for the next service, based on time and actual usage of connected gates/doors.
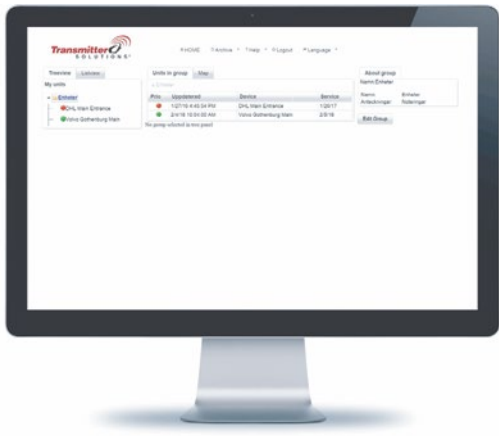
Reports & statistics

All events and possible faults are automatically logged. Historic data can be used for customer follow-ups, as well as operational development, streamlining and product development.

Annual time switch functionality

Schedule opening times, access and alarm blocking. You can create several modes, with exceptions for weekends and holidays.

Changes can easily be made via the Cloud, instead of time-consuming visits to the field for reprogramming.

What are the benefits for us?

Transmitter Solution's comprehensive solution for service companies enables existing equipment to be upgraded, which means major benefits for the entire organization without requiring extensive changes or costly investments. And your clients will also benefit from the increased functionality and more comprehensive range of services you are offering.

Benefits for
Management

- Increased revenues
- The system enables new revenue models and service sales
- Reduced costs
- Automation and simplified administration increases efficiency in the organization
- Improved knowledge
- Statistics and reports, such as workload forecasts for the service organization
- Technological leap
- Reinforces the brand image and generates a clear market position

Benefits for
Sales organization

- Helps to pave the way for sales
- Demonstrates actual usage and defines the customer's specific needs
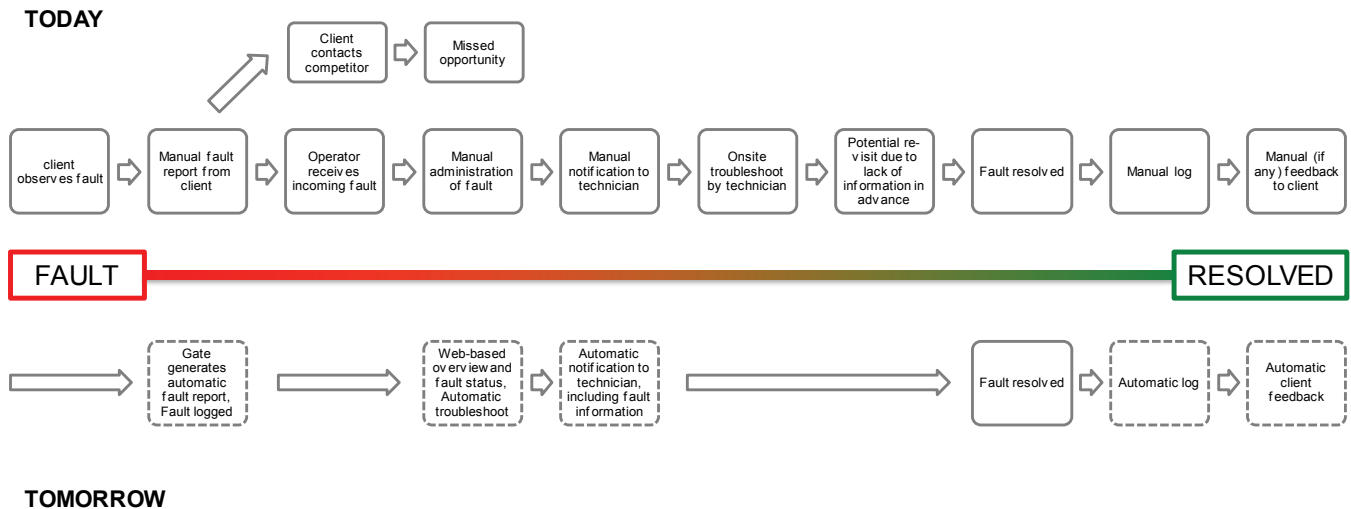- Provides statistics that show the condition of the gate, thereby reinforcing the 'value of service' message
- Improved customer relations
- Shows when the gate is functioning well, which increases customer loyalty and provides an opportunity for regular customer contact

Service organization

- Clear overview of gate usage
- Statistics of faulty components
- Potential for more service visits
- Gates report any faults themselves
- Receive alerts about faulty components right away
- Automatic fault logging can show visit and reporting times
- Streamlining of service schedules
- Manual stages of the service process are automated
- The system itself calculates the service dates, based on actual usage of the gates.

TODAY

```
                          ┌──────────┐     ┌──────────┐
                          │  Client  │ ⇨   │  Missed  │
                          │ contacts │     │opportunity│
                          │competitor│     │          │
                          └──────────┘     └──────────┘
                    ⬈
┌────────┐  ┌─────────┐  ┌─────────┐  ┌──────────┐  ┌─────────┐  ┌──────────┐  ┌───────────┐  ┌──────────┐  ┌─────────┐  ┌───────────┐
│ client │⇨ │Manual   │⇨ │Operator │⇨ │Manual    │⇨ │Manual   │⇨ │Onsite    │⇨ │Potential  │⇨ │Fault     │⇨ │Manual   │⇨ │Manual (if │
│observes│  │fault    │  │receives │  │administra│  │notifica │  │troublesh │  │re-visit   │  │resolved  │  │log      │  │any)       │
│ fault  │  │report   │  │incoming │  │tion of   │  │tion to  │  │oot by    │  │due to lack│  │          │  │         │  │feedback   │
│        │  │from     │  │fault    │  │fault     │  │technician│  │technician│  │of informa │  │          │  │         │  │to client  │
│        │  │client   │  │         │  │          │  │         │  │          │  │tion in    │  │          │  │         │  │           │
│        │  │         │  │         │  │          │  │         │  │          │  │advance    │  │          │  │         │  │           │
└────────┘  └─────────┘  └─────────┘  └──────────┘  └─────────┘  └──────────┘  └───────────┘  └──────────┘  └─────────┘  └───────────┘
```

FAULT ━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━━ **RESOLVED**

```
            ┌──────────┐           ┌──────────┐  ┌──────────┐                    ┌──────────┐  ┌──────────┐  ┌──────────┐
  ⇨         │Gate      │    ⇨      │Web-based │⇨ │Automatic │      ⇨             │Fault     │⇨ │Automatic │⇨ │Automatic │
            │generates │           │overview  │  │notifica  │                    │resolved  │  │log       │  │client    │
            │automatic │           │and fault │  │tion to   │                    │          │  │          │  │feedback  │
            │fault     │           │status,   │  │technician│                    │          │  │          │  │          │
            │report,   │           │Automatic │  │including │                    │          │  │          │  │          │
            │Fault     │           │troublesh │  │fault     │                    │          │  │          │  │          │
            │logged    │           │oot       │  │information│                   │          │  │          │  │          │
            └──────────┘           └──────────┘  └──────────┘                    └──────────┘  └──────────┘  └──────────┘
```

TOMORROW

What are the benefits for the customer?

Owner

- Simplifies and saves time

- Reduced responsibility for fault reporting

- Simple web administration of access for GSM opening

- Greater control

- Receive information both about alerts and when faults have been resolved, as well as operational data reports

- The frequency of service visits can be adjusted according to actual usage

- Security

- Automatic monitoring of gates, minimizes the risk of wrong gates being opened by accident

User

- Remote GSM management

- Simple open function via a mobile phone

- Security

- Greater security, confidence that the gate actually works