Building a Product Service Business Model with IIoT

The Challenge

> Differentiating themselves within a competitive market
> Agilely responding to customers' products request
> Optimizing product development and engineering efficiency
> Increasing cost savings and revenue generation that customers can realize with technology

System Development

> Real time fleet tracking
> Real time monitoring portal and alert engine
> Overnight reporting engine and reporting configurator

Results

> Business has grown 5X with support of Sempercon
> Orion team maintains deep customer relationships
> Clients have rare opportunity to customize Orion's IIoT solution to their unique needs rapidly

Why Sempercon?

> Scalable engineering support
> Long-term partnership potential
> Experience developing IIoT solutions
> 10+ years of cloud, IOT, web mobile experience

Orion Fleet Intelligence operates in a very competitive field in which many of its competitors are large, established enterprises with readily available resources. Orion maintains its competitive advantage by providing superior service and rapid product upgrades based on customer needs. Orion's fleet monitoring solution delivers meaningful business intelligence for improving safety, and generating cost savings and operational efficiencies. Equally important is Orion's team of business analysts and support specialists who custom-tailor their solution to the unique needs of each customer.

> "We needed a capable and flexible development partner to help us support and grow our Fleet Intelligence application. SemperCon has proven to be a technically strong and reliable long term partner for our company."

Long term development partners

For the past six years, Sempercon's team of engineers has worked with Orion on managing the backend development and integration of its IIoT solution. With Sempercon's support, Orion's business analysts and support specialists:
> Deliver tailored solutions and customer support
> Agilely respond to customers' product requests and quickly introduce new features
> Constantly improve product-service value for customers

Orion first installs IIoT-enabled hardware devices in its customers' fleet vehicles. Then, Orion's IIoT solution collects and organizes the data generated by the devices, and presents it to customers via a SaaS reporting and analysis platform for that enables real time fleet vehicle tracking, safety and operations management.

Outsourced Engineering

Sempercon's team of engineers supports Orion in 3 key ways:

1. Real time fleet tracking and alerts. The CalAmp hardware device that is at the center of Orion's Industrial IIoT solution contains a GPS and cellular data modem, and transmits information on fleet vehicles' locations in real time. Sempercon not only supported Orion in determining and optimizing the integration requirements of their physical hardware, , andbut also managing the immense amount of data Orion'sthe IIoT devices collect. Then, our engineers developed a solution thated to enables real-time location display and processing of high-concern incident alerts.

2. Daily incident reporting. Orion quickly learned that it's clients run the risk of being overwhelmed by fragmented incident data. Thus, This lead toteh requirement for overnight batch processing of summary reports tailored to the needs of each client user. Sempercon helped Orion develop both itsan overnight reporting engine that processes summary reports in batches, and thea configuration system used tthat maps o manage the comples task of mapping the relationships of devices-to-reports-to-users.

3. Long term, scalable development partner. Sempercon works closely with Orion's product team to assess customers' product requests and rapidly respond to their evolving needs. This allows Orion to field meaningful new capabilities to its customers in very short timeframes, often in less than one week.

The Path to Building a Transportation IIoT Solution

Collaborative development

Sempercon assists Orion team in translating their product vision to each customers' unique Business Intelligence solution, by first determining technical requirements and then proposing user interface screens.

IIoT Integration

Sempercon works closely with Orion on integrating hardware devices into the IIoT system and enabling users to make sense of the data being generated

Web development

Sempercon developed the web application and processing engines that allow the data collected from IIoT devices to be stored, accessed, analyzed and reported on.