Machine2Business™

Telematics Solutions Connecting You to Your Equipment

Are you looking into telematics for your equipment fleet? Are you struggling with making the connection between the telematics technology and your business process?

In a recent article titled *"Technology Today: Avoid Information Overload"* on constructionequipment.com, Pat Crail - CEM Contributing Editor - said, "Information that is not accessible, timely, accurate, and most importantly, actionable is just noise, often worse than no information at all, as bad information leads to poor decisions made with a false sense of security."

In today's world, remote connectivity and machine information is extremely important in building a successful equipment-based business. Unfortunately, many service providers who sell technologies to remotely monitor equipment fleets, do not look beyond only delivering large amounts of equipment related data. End-users are finding that a one-size-fits-all approach is not working for them. This is why the first wave of machine-to-machine (M2M) telematics solutions for mobile equipment remote monitoring has had difficulty showing a return on investment. The Solution: Machine2Business™.

What is M2B™ and How Will it Improve My Business?

Machine-to-Business (M2B™) is a telematics methodology developed by ZTR Control Systems. It takes machine to machine one step further, shifting the focus away from only delivering large amounts of equipment data, to producing valuable information through integrated business processes. M2B connects remote machines to those responsible, enabling intelligent, two-way communication and adaptive, real-time changes in both the machine and the organization's processes.

Accurate and timely information of how a fleet operates, minute to minute, supports intelligent decision making and facilitates positive process improvement. Instead of data sitting in a database or being buried deep within a poorly designed report, fully customized reports are electronically sent to people who can act on the information. **ZTR's M2B approach delivers the right information to the right person at the right time.**
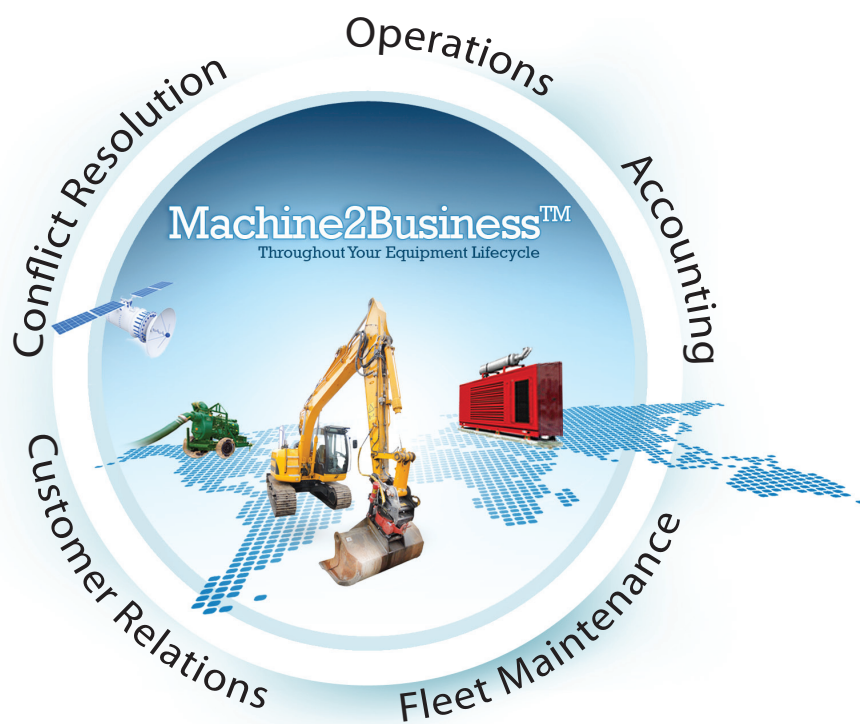

End-to-end visibility over the entire equipment life cycle, from cradle to grave, creates a continuous improvement loop that drives return on investment. Targeted reports provide valuable insight, whether it is tracking machine utilization or knowing when machine health is deteriorating. It is now easier than ever to know exactly what company equipment is doing and have the information delivered directly to the person in charge, often through browser-based dashboards and smartphones.

Customized Dashboards

New information technologies are developing rapidly, including smartphones, user interfaces and intelligent networks. Fully customizable dashboards are now more important than ever because they provide a familiar face that makes accessing information updates quick and easy. ZTR's InReach® solution leverages popular browser dashboards, such as iGoogle, to create customizable apps (also called "gadgets") that are easily organized in web browsers. These gadgets are easy to read and they provide updates that are filled with valuable information.

In the graphic below, the Fleet Manager's browser has an InReach gadget that shows active alarms, fault trends, productivity, and maintenance due. This is a small example of M2B… the right equipment information is delivered to the right person, at the right time.
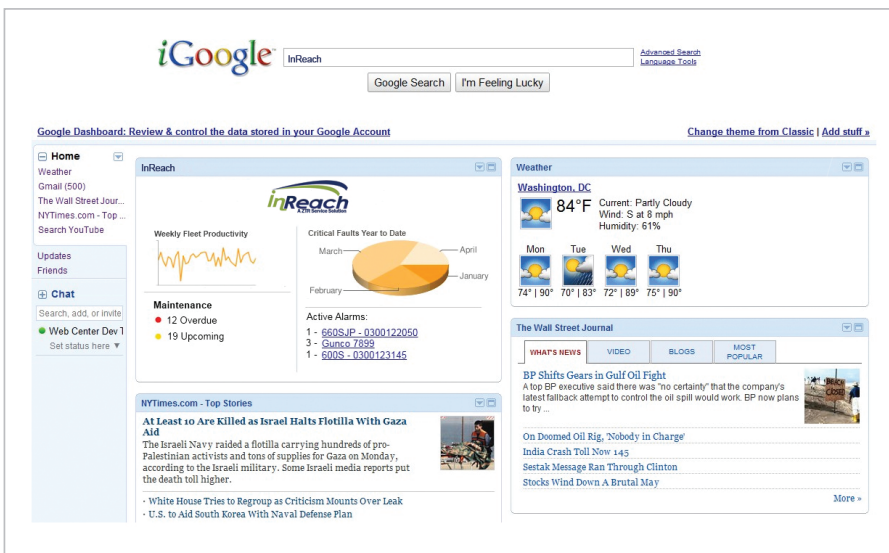
Report Scheduling and Triggering

The M2B™ approach prompted ZTR to develop an advanced report scheduler that combines process triggered events, calendar events and departmental requirements with telematics data to deliver secure, customized reports. These reports contain up-to-date, relevant information and are sent to those in charge through email, mobile devices or a secure intranet site. Solution engineers and process experts collaborate with end-users to customize each report design. As business processes change, the system easily adapts and new features are available to all customers through on-going system enhancements. Business system integration further simplifies the process.

Smartphone Apps

Fleet managers and service technicians understand the value of getting up-to-date information while in the field. Equipment is often misplaced and a significant amount of time and money can go into finding them. Going 'blind' to pick-up or perform service on fleet equipment is inefficient and expensive. For people who are on the move, smartphone apps help to keep them connected to their company's valuable assets.

The ZTR Near Me™ app displays the location of equipment nearby on an interactive map, supports asset search and provides status information. It allows viewing of potential issues, such as low fuel, battery voltage, oil pressure, temperature warnings and more. Armed with current equipment information, field technicians save time by acting on problems while they are in an area, before even being called by the customer. This proactive approach to maintenance helps to avoid large repairs and improves the customer's experience.
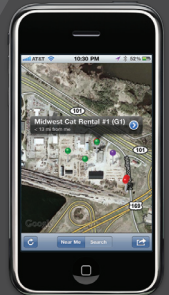
This is another example of M2B… delivering the right information, to the right person, at the right time.

Business System Integration

Operational managers are familiar with the frustration that can come with adding yet another software system to their business process. Remote monitoring has potential to become another information silo that users have to switch between to get the information they need. However, through the integration of various information sources into one business system of choice, M2B helps to eliminate this frustration. Whether it is a resource planning tool, a third party equipment management software or an enterprise wide business system, the information integrates into a common database and is delivered seamlessly through the user's preferred interface.

In order to make this happen, ZTR's Solution Management group sits down with each customer to understand their specific business processes and goals. Their experience with equipment applications and M2B is key to finding the most effective path to success.

Conclusion

Machine-to-Business adds value to telematics systems by improving business processes. M2B delivers an integrated solution, connecting you to your remote machines, while enabling adaptive, real-time changes in both your machines and your organization's processes. Take control of your equipment management system and improve organizational return on investment with an M2B™ solution!

About ZTR

ZTR Control Systems provides intelligent equipment management solutions for the off-highway equipment and railway equipment markets, with offices in Minneapolis, Minnesota, USA and London, Ontario, Canada.