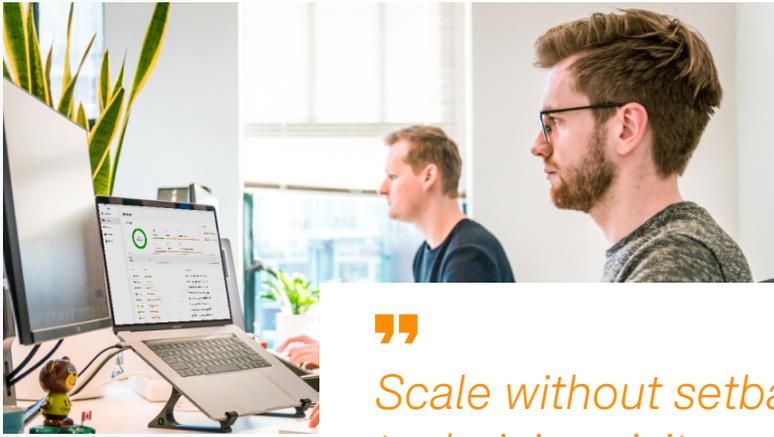


---

# Scale without setbacks

Retail Use Case: Beverage Distributor





## Scale without setbacks, reduce technician visits, and increase uptime

### ABOUT

A global food and beverage distributor scaled seamlessly by eliminating unnecessary technician visits and increasing uptime for their revenue-generating self-serve vending machines.

After a successful launch, new product dispensers were up and running in retail locations across the country. But this food and beverage expert was struggling to keep their newly expanded fleet current and operational. The number of devices in the field had increased substantially, often in remote locations that made routine fixes and updates even more costly and difficult to schedule. To maintain their expansion schedule and to protect their brand reputation, the customer needed improved capabilities to manage deployed devices without increasing headcount.

Technicians well-versed in the complexities of their state-of-the-art device are hard to come by, and often geographically distant from the devices that need attention. Finding – and affording – these technicians is increasingly difficult at roughly \$150-\$500 per maintenance event, and upwards of \$1,000 when including technician wages and rising fuel prices. While individual retailers waited for in-person service to become available, machines could be down for days at a time – often due to preventable issues. As customers began to associate the new machine with an “out of service” sign, this downtime started to represent not just lost revenue, but also a damaged reputation.

### CUSTOMER NEEDS

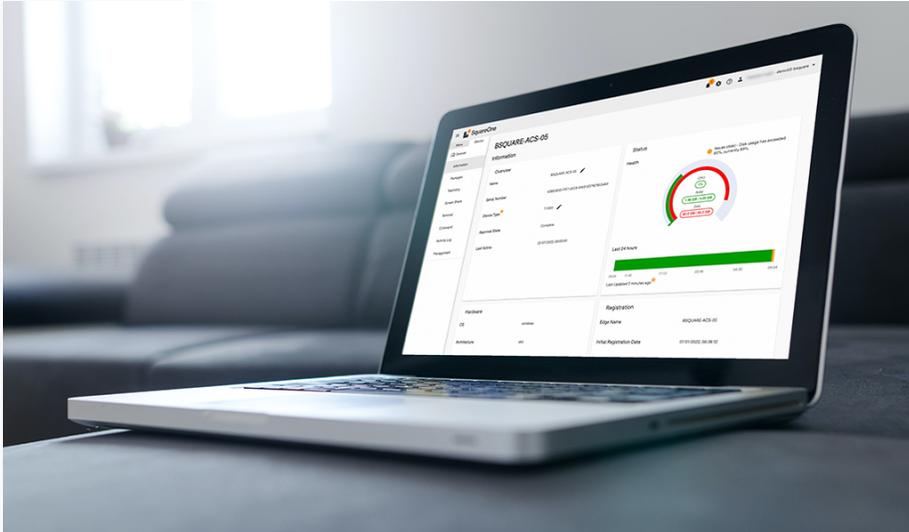
#### The customer needed SquareOne to:

-  Reduce and actively prevent downtime of devices in the field
-  Access and repair devices cost-efficiently
-  Stop reputational damage caused by persistent “out of order” signage
-  Assess device issues in advance of technician visits to optimize technician time and costs
-  Streamline device maintenance to allocate time and resources for growth

## The SquareOne Advantage

Using SquareOne's remote management and monitoring, this food and beverage distributor is now able to quickly find poorly-performing devices, diagnose issues, and take the appropriate action to keep devices up and running – all before a store manager even reports a problem. Thanks to preventative monitoring and maintenance,

technician visits can be scheduled in advance, and are limited to only those cases which require hands-on support. Even in extreme examples where technicians are unable to resolve issues remotely, SquareOne partners with fully integrated Intel vPro technology to shut down and, if needed, quarantine devices.



### With SquareOne, this customer can:



#### Identify

Quickly find poorly-performing devices



#### Diagnose

Drill into device details, review status, and locate issues



#### Fix

Take remedial action – including reboot and remote access



#### Scale

Manage and monitor devices across different OS platforms



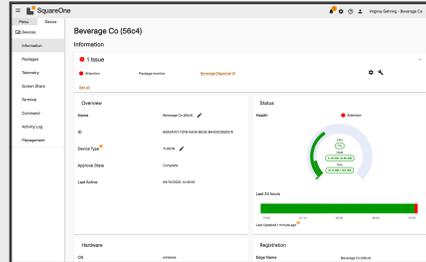
#### Control costs

Monitor and manage issues remotely and consistently instead of relying on more people to manage more devices

## Feature drilldown: SquareOne in action

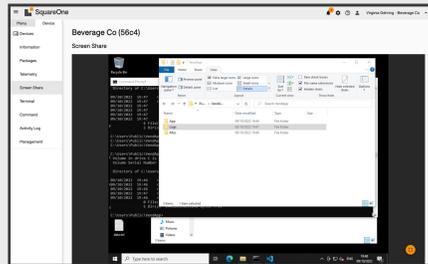
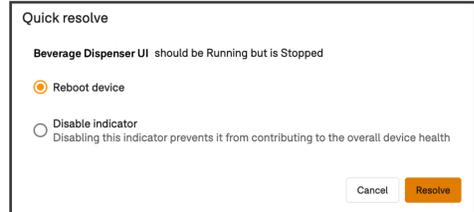
Using SquareOne's configurable notification system, the customer's HQ gets an alert that a device in the field has reported a problem - the kiosk application software has stopped running.

The operator can logon to the SquareOne dashboard to view the status of the device reporting an issue.



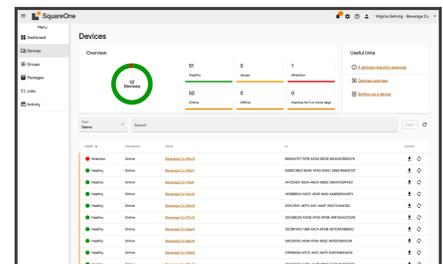
Details of the issue are displayed, and SquareOne suggests a means of fixing it, depending on the fault type. In this case, SquareOne suggests rebooting the device because a critical software application has failed.

If other troubleshooting is needed to diagnose the problem, there are full remote access capabilities to access the device as though the HQ technician was sitting in front of it.



SquareOne has also been configured to gather additional data from the remote devices. The customer measures chiller temperature on their devices which is fed into SquareOne and can be viewed along with other device telemetry. Alerts are triggered if performance falls outside pre-defined normal ranges.

After confirming that the device in question is operational, HQ can take a look at other devices in a similar group, drill into any devices that require preventative attention, all without a single technician visit or unsatisfied customer.



### 1 Data sources:

<https://banyanhills.com/using-iot-to-reduce-truck-rolls-and-improve-customer-satisfaction/>