

INTERNET OF THINGS

Case Study



CUSTOMER PROFILE

A major emergency response call center and security alarm monitoring services company catering to over 3m customers across 30 states.

This client utilizes multiple mPERS devices that serve important information to its call centers and needed help improving overall operations efficiencies.

SOLUTION

Develop and implement a data integration and device management platform with real-time processing capabilities for mobile its Personal Emergency Response System (mPERS)

Leveraging our proprietary IoT platform as the foundation, we provided an integration with the customer's mPERS devices to detect location, falls, battery status, on/off status, and SOS requests.

We provided a subscriber portal for access to personal information, geo-fence alerts and a dealer portal for subscriber/device/SIM onboarding and management.



OUTCOME

A bi-directional integration with the Call Center Central Command portal that allows our customer to integrate a variety of mPERS devices with a single IoT platform that is seamlessly integrated with their call center operations system used for emergency response case management with responsive dealer and subscriber portals

Our solution provided both cost savings and flexibility in hardware device/sensor selection. Call center agents did not need special training for device management.

