

Case Study

IT Easy provides IT support services and software solutions for businesses across Australia. One of its offerings is an end-to-end cloud-based integration platform that ingests, translates and acts on IoT data in real time: ConnectiX IoT.

ConnectiX IoT is an open platform able to supply a turn key solution, with integration into other technologies. The platform supports IT Easy supplied or existing customer-side sensors and networks from a single command centre, delivering SSO browser access, maps, tickets, logs and notifications.

The easy-to-configure decision tree and workflow engine allows custom thresholds and workflow creation, which can create tickets to service or asset management tools, and flow on to subcontractor's service/asset management tools.

Communication is possible over multiple network technologies including Lora, Sigfox, 3/4G mobile and wireless, as well as proprietary technologies.

A mobile application helps in-field device testing, allowing quick and efficient registration of field sensors into the command centre.

ConnectiX IoT has solutions designed to meet a variety of business challenges, including condition based monitoring, environmental control, lone worker monitoring, people counters, telematics, remote expert and predictive failure.

The challenge

IT Easy was engaged by a customer looking to reduce costs in a support contract related to managing multiple mine camps.

The ultimate outcome was to drive a continuous improvement cost reduction program over the life of this long-term contract. This challenge was enhanced by the asset owner's desire for the customer to take a risk position on the inventory of assets at the mine camps.

A further consideration was what additional cost savings could be passed through to the asset owner, to reduce their total cost of ownership across the life of the contract.

The solution

With the customer's goals and challenges in central focus, IT Easy configured and deployed the ConnectiX IoT solution to monitor a broad range of assets in real time.

The solution included the design, engineering, build and rollout of 17 bi-directional intelligent sensor node types. In total, the project will see the deployment of 5035 sensor nodes and 16,439 sensors and includes the deployment of a Lora low power WAN using 31 gateways.

The sensor node types are split into two categories: those designed to replace identified daily, weekly and monthly repeated manual tasks, and those designed to help implement condition-based monitoring.

ConnectiX IoT includes sensors, aggregation points, low-power networks, gateways, the command centre, a mobile application and API connectors back to internal and external applications. This solution aggregated the sensors through Lora WAN gateways across a low power WAN network to the ConnectiX IoT platform.





Asset tracking is done via integration into SAP and Pronto systems of record. As actions are required, or as anomalies are detected and recorded, the platform allows automated responses that can raise work tickets within the customer's existing systems, including safety forms, site arrival and departure dates, DBYD plans, a record of activities performed by crews and job deadlines.

The company has been able to reduce overheads by 28 per cent per annum and increase KPIs for Sydney Water from 54 per cent to 95 per cent.

In comparison to the monthly subscription fee, ConnectiX represents a significant return on investment.

The outcome

A step change cost reduction of 25 per cent was achieved through a headcount reduction of camp support teams, introducing a centralised roving team alongside a predictive maintenance support schedule.

Reduction of the lifetime Total Cost of Ownership (TCO) is being achieved across multiple fronts. Condition-based monitoring is delivering prolonged asset lifespan while switching off air conditioning in unoccupied mine camp rooms is reducing electricity consumption, thereby reducing the asset owners TCO across the life of the contract.

Intelligent data transmission programming contributes to TCO. Platform and sensors gather information every minute, transmitting data depending on sensor requirement; hourly, every three hours or every 24 hours.

If a threshold is reached, the platform sends a message to the sensor to change transmission frequency to every minute, delivering real-time information to help make decisions.

Unless an anomaly is recorded, by broadcasting data daily, battery life is extended by more than ten years. Typically, a battery rotation is required every two years, therefore, when projected across more than 5000 units, battery life extension is projecting further cost savings.

The customer has now taken a risk position on the assets, achieving another key success criterion. Service improvement has been reported as issues are dealt with more quickly - in some instances before they are reported or even occur.

About ConnectiX

ConnectiX is a collaborative space that drives down costs and complexity in the asset management industry by allowing organisations to connect their disparate supply chain and workflow, from back office to the field, increasing productivity, visibility and compliance.

Are you ready to connect?



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