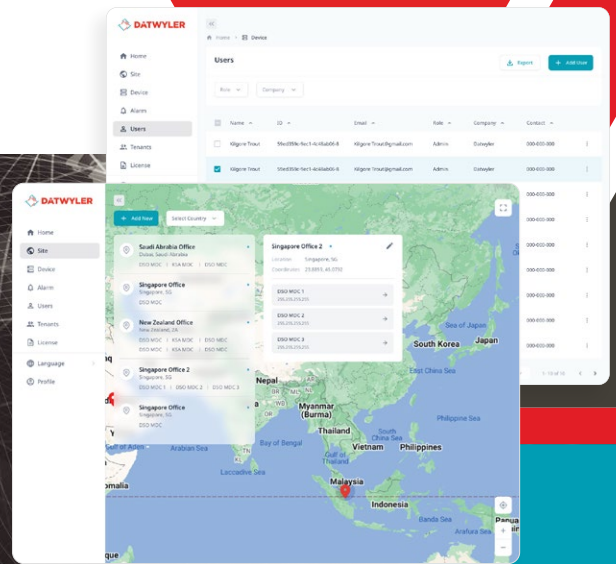# DATWYLER SMART SERVICE PLATFORM

Datwyler Smart Service Platform (SSP) is a fully managed IoT platform designed to give organisations greater visibility and control over their critical IT and OT infrastructure worldwide. It provides a range of features that enable you to flexibly manage your connected devices via the cloud and gives you full control over your devices and gateways, ensuring their security and availability. It is hosted and managed by Datwyler, which make managing your devices a simple task with reduced costs.

KEY PLATFORM FEATURES

Service portal and rich data visualisation

Our platform provides a single, intuitive web-based portal – giving you visibility and control over your IoT environment and enabling effective configuration and management through its modern web user interface. It complies to responsive design so it will adapt itself to the web browser size that you use. The data visualisation comprises a rich set of widgets, such as gauges, charts, maps, tables, etc. You can use these widgets to visualise different types of data, whether telemetry, statistics, geolocation, metadata, filters, software updates, etc. It also exposes remote control functionalities to users with the relevant permissions which allow user to interact with devices by sending commands, changing configuration and metadata, etc.

Device management

Our platform provides rich device management and remote maintenance of IoT devices such as:

- ◆ Device onboarding and provisioning
- ◆ Configuration, control and management
- ◆ Software and firmware updates
- ◆ Monitoring and diagnostics
- ◆ Troubleshooting features such as events list and operations queue

(The functionalities in device management will also depend on the device features itself.)

Alerts, triggers, and notifications

Our platform provides you with rule engine where you can set up to trigger an alerts when the rule is breach. For alerts and notifications you can also configure and use various communication channels, such as email, Slack, SMS, push notifications, etc. It is also possible to set up specific actions based on preconfigured data thresholds, thus enabling basic rule engine functionality for your IoT projects.

Data processing and reporting

Collect, normalise and store diverse data from multiple IoT devices to support further processing, analysis and reporting. Due to a highly modular architecture, a new integration only requires minimum effort to modify an existing adapter. Raw, unstructured data can also be transformed into well-structured time series, convenient for analytics, pattern analysis, visualisation, charting, etc. Similarly to raw data, time series can be pushed into a processing or analytics system of your choice.

AI based analytic

Our out of the box predictive analytics engine redefines forecasting and anomaly detection for your Time Series data. The platform harnesses the power of advanced Artificial Intelligence and Deep Learning technologies. Achieve immediate insights and enhance your decision-making process effortlessly.

Connectivity

Our platform supports popular lightweight IoT protocols for device communication, such as MQTT and HTTP. In case your device unable to connect to SSP through both protocol above, Datwyler provide an IoT gateway which supports many protocols (SNMP, Modbus, Bacnet, OPC UA, TCP/IP, etc) where the gateway talks to the device over a local network protocol, and performs transport-level message conversion to send them to the SSP platform on the cloud.

KEY BENEFITS

Seamless operation and reduced cost of ownership

- ◆ Unified and centralised IoT management platform
- ◆ Open architecture to integrate with different networks and IoT technologies

Multi-tenancy

- ◆ Each tenant's data is completely isolated from other tenants. It will have a fully isolated environment where tenants can manage their own users, user permissions, applications, devices, dashboards, etc.
- ◆ Capability for each tenant to create their own sub tenant so segregate their own customers if there is such need

Support different communication protocols

- ◆ Supports multiple wired/wireless sensor network industrial standards and technologies
- ◆ Supports many standard IoT protocols such as SNMP, Modbus RTU, TCP/IP, OPC UA, Bacnet, etc.

End to end secure platform

- ◆ Secure communication channel between device and the platform
- ◆ Secure data in transit and at rest through encryption
- ◆ Identity and access management
- ◆ Active monitoring and logging on the platform

Trend analytic

- ◆ Forecasting - plan and optimize operation with insight into future and system
- ◆ Anomaly detection - find and address issues that require attention

Easy integration

- ◆ Provides open APIs (MQTT, REST) and JSON format for easy integration and data exchange with other IoT applications and external systems

Scalability & Resilience

- ◆ Hosted in public cloud to ensure
  - • High availability with geo-redundancy
  - • Capacity and elasticity
  - • Security and data protection

Flexible deployment model

- ◆ Can be deployed on premise or on cloud
- ◆ Independent of specific cloud hosting technology
- ◆ Fully managed cloud platform on top of public cloud (Microsoft Azure / Amazon AWS)

Maintenance & Support

- ◆ Free lifetime platform update
- ◆ 9-5 remote technical support & 24/7 ticketing & email support

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