

Dynamic Ecosystem of Connected Devices

DECoDe solution

Smartly integrate, manage and maintain
diverse device ecosystems



The IoT devices market is growing

IoT is regarded as one of the top five game-changing technologies due to its ability to create new sources of data, provide real-time performance updates and create new value propositions. Today up to 81% of enterprise are adopting IoT devices to improve Asset reliability tracking, predictive and preventive maintenance use cases, enhancing asset utilization – but more often than not, connected assets and equipment are sourced from multiple OEMs – creating extremely diverse and heterogenous device environments.

Today, enterprises must manage multiple type of assets:

Existing Operating System based devices which may or not connected to Enterprise Network



New generation of IoT Devices which are of heterogeneous software and hardware configuration



New generation Smart Devices like 3D Printers, Smart Cameras used for different purposes



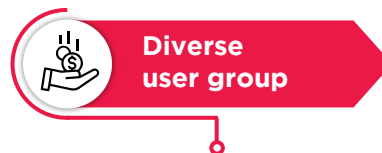
With the new set of asset categories coming in, tools which were traditionally used by IT Assets management cannot be extended to all functions of new array of Devices. The new requirements in managing and maintaining the assets creates piecemeal adoption of process in the enterprises. This poses challenges in applying the standard Enterprise workflow and policies across network, locations and roles.



Challenges in monitoring and managing the heterogeneous IoT ecosystem



Diverse devices, Platforms, vendors, processes.



Varying personas, training needs, experiences, objectives.



Various data models, data formats, analytics models, insights.



Locations, deployment environments, dashboards & thousands of devices.



With Proprietary Protocols, Legacy Devices, Enterprise Applications.



Increasing devices and increased remote operations dramatically increases the risk of cyber incidents.

The operational inefficiencies created in monitoring and managing such a heterogeneous environment directly impacts time-to-market, quality and profitability of enterprises.

[Sources: PRNewswire, VXchange, Vodafone IoT Spotlight report]

About our offering

Dynamic Ecosystem of Connected Devices (DECoDe) by IoT WoRKS™ is a Device Management solution to **manage, monitor, configure and troubleshoot IoT Devices** remotely from a consolidated dashboard – offering a seamless and integrated view of the IoT ecosystem of the enterprise from a single pane of glass. **The DECoDe platform dynamically aggregates the PaaS, OEM Platforms and Protocols, to bridge the Data silos and creates a unique Enterprise Device Ecosystem.**

With **DECoDe's quick on boarding leveraging device templating capabilities**, the solution can be deployed in a multi-vendor and heterogeneous device environment to introduce a standardized and unified workflow to manage thousands of diverse connected devices. DECoDe solution also offers a set of value added **device** services like configuration and control, firmware management and deployment, location based device management and role based administrator access management.



Solution features



Device lifecycle & asset family management

Supports definition of devices such as gateway, edge device. Helps integrate devices and sets up devices per site with consolidated family management and role based custom dashboards.



Device services

Offers remote monitoring, configuration, control, remote firmware management and updates. Eliminates need for technician's presence by sending over-the-air (OTA) commands to device.



Monitoring

Generates product based usage reports, including remote condition monitoring of devices & sensors, both at individual and aggregate levels, including alert management - threshold configuration including notifications via email, messages and apps.



Consolidated dashboard

Manages devices in heterogeneous device environment using a single consolidated dashboard.



Role-based access & security

Device and gateway access basis roles, including security – secure connection and on-boarding of IoT devices with authentication and authorization services.



Unified workflow & integration

Defines standardized workflow to onboard and manage all devices in the environment, includes Service Now integration CMDB/ITSM.

Solution Benefits



Consolidate device management

Cloud agnostic single point of device configuration and control, firmware management and rollout including unified process to monitor & manage device globally – ensure secure and rapid IoT ecosystem scalability.



Utilize predictive maintenance

Predict failures, remotely manage devices, monitor and preempt downtimes in real-time – resolve service problems.



Enhance user experience

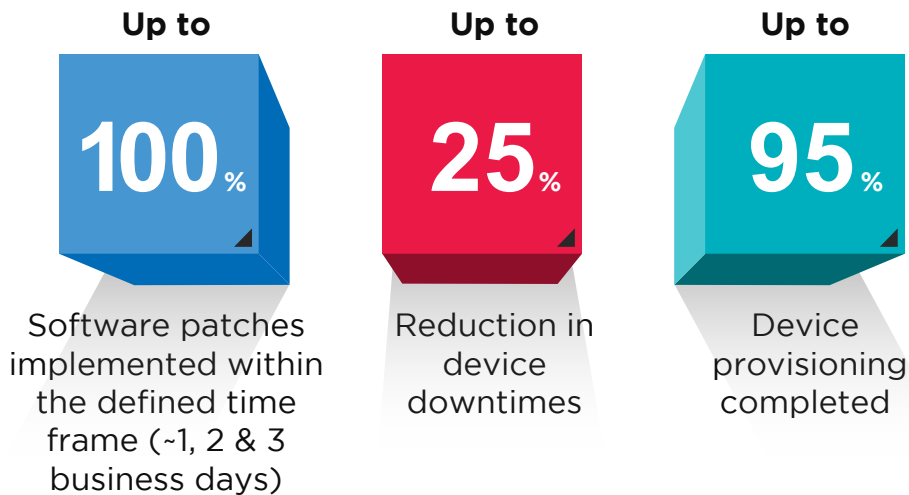
Role and facility based access, customizable reports and alerts that enable better management of IoT ecosystem.



Optimize efficiency

Optimize manpower and cost, reduce downtimes, spare parts inventory and improve first time fix rates.

Benefits in numbers



Who we are

IoT WoRKS™ is a dedicated IoT business unit of HCL Technologies. Our award winning, best-in-class, customer and industry specific, deployment ready solutions co-created with customers, enable them to maximize effectiveness and returns on their asset investments. Rated as a global leader in IoT consulting & services by top analysts, our solutions, enable IoT-led business transformation through creation of more efficient business processes, new revenue streams and business models that deliver measurable business outcomes. At HCL we believe that the transformative impact of IoT is realized by IoTizing the ‘things’, connecting the assets to a data platform and then using the data to derive business insights and taking business decisions which ultimately lead to change in enterprise’s processes and people practices.

Analyst recognitions

LEADER
IDC Marketscape, IoT Consulting and Systems Integration Services, 2020
IDC

LEADER
Zinnov Zones for Connected Assets & Connected Logistics, 2019
Zinnov

LEADER
ISG Provider Lens™ for IoT managed services, USA 2019
ISG

LEADER
ISG Provider Lens™ for IoT consulting and services, USA 2019
ISG

LEADER
ISG Provider Lens™ for IoT in Manufacturing, USA 2019
ISG

DDX
Accelerator for device IoT-ization

PANGEA
Data Analytics platform

IDEA GATEWAY
Reference Design for an intelligent device

PLATFORM ACCELERATION SUITE
Build next generation cloud services