

# Oracle Service Monitoring for Connected Assets Cloud Service

**ORACLE®**

**INTERNET OF THINGS  
CLOUD SERVICE**

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**SERVICE CLOUD**

#### KEY FEATURES

- A ready-to-use business application.
- Pre-built Service Monitoring for Connected Assets Cloud to Oracle Service Cloud connector.
- Simple user-interface based customization and configuration.
- Designed for service users.
- Easily add assets and associate with Internet of Things sensor device(s) for location and status data.
- Intuitive dashboard style views with rich filtering/search capabilities providing accurate, timely KPI and location information about individual assets or whole asset classes.
- Easily compose rules for incident report generation based on asset movement, operational outages or alerts from asset sensor devices.

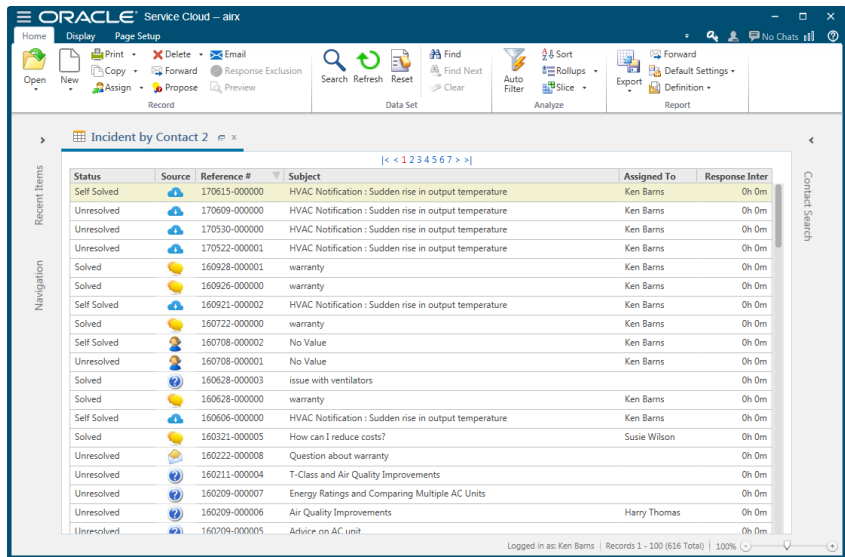
The Internet of Things (IoT) is driving a very large spectrum of capabilities for customer service. By leveraging data from connected devices, we gain insight into a customer and the problems he or she is facing, and can improve that self- and assisted-service experience. Service Monitoring for Connected Assets Cloud Service allows for this increased visibility, self-help capabilities, automatic engagement as well as preventative and predictive maintenance.

Using a pre-built connector to Oracle Service Cloud, Service Monitoring for Connected Assets Cloud Service will enable you to dive deeper into the insights provided by your connected devices. Incidents derived from devices and data delivered into Oracle Service Cloud are treated as a channel into the contact center. These incidents, based on your business rules and workflow, are assigned to agents in your contact center and worked accordingly, allowing your business to respond proactively to your customers.

#### IoT as a Service Channel

The Internet of Things is transforming how we engage and interact with our customers. Connected devices allow you to analyze data and engage with the right resource at the right time.

Incidents can be automatically created from connected devices using Service Monitoring for Connected Assets Cloud Service in Oracle Service Cloud based on pre-defined thresholds and conditions. Policy automation capabilities in Oracle Service Cloud can auto-resolve, escalate to field service, automate responses or bi-directionally communicate with a device via the "IoT Channel."



### KEY BUSINESS BENEFITS

- **IoT service channel.** Incidents created by device anomalies raise immediate alerts within the contact center.
- **Preventative and predictive maintenance.** Analyze data and predict when an asset may break or need maintenance to avoid costly downtime.
- **Improved asset visibility.** Extend asset management practices and logistics operations by leveraging asset health and location data.
- **Real-time insight.** Optimize asset utilization by quickly identifying underutilized assets based on real-time data.
- **Manage resources.** Quickly identify and locate assets to maximize utilization of assets.
- **Secure and scalable.** Benefit from a robust, enterprise-grade solution for asset monitoring.

### Locate Assets Instantly

Track and locate your assets instantly with Service Monitoring for Connected Assets Cloud. Using modern Internet of Things technologies, you will track your assets, both fixed and mobile, in real-time. Search for your assets geographically or based on asset specific information such as manufacturer, model and descriptive attributes you associate with the asset. Search results can be displayed using the Service Monitoring for Connected Assets Cloud web interface or mobile application providing a real-time view of your assets whenever you need it.

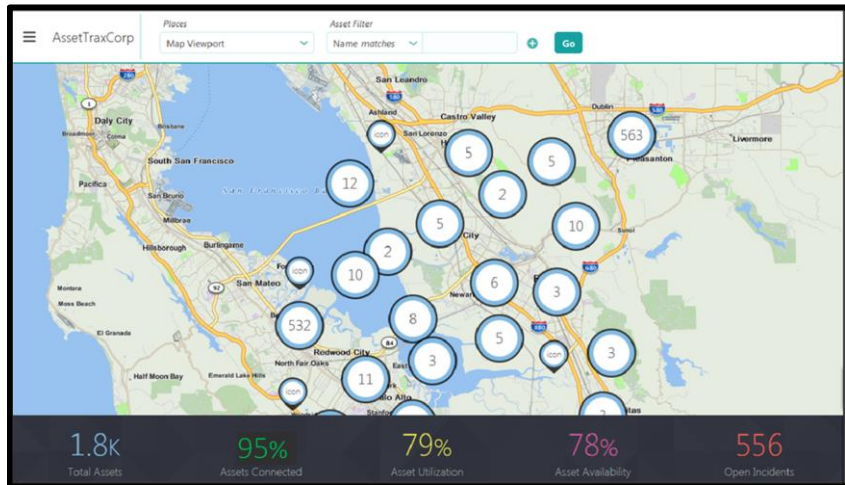


Figure 1: Oracle Service Monitoring for Connected Assets Cloud Geographic View

### Ensure Availability and Utilization

In addition to locating your assets, with Oracle Service Monitoring for Connected Assets Cloud you will start monitoring assets quickly with pre-built business dashboards and rich, pre-defined KPIs for asset health, utilization, availability. These KPIs provide an

out-of-the-box experience that enables you to instantly see how your assets are being utilized. You will be able to identify such things as:

- Specific assets that are in use, in storage or out of service
- Utilization of assets based on specific asset characteristics
- Assets that are underutilized or oversubscribed
- Unauthorized movement or removal of assets

## Prevent Asset Theft and Misplacement

The insights gained with Oracle Service Monitoring for Connected Assets Cloud will help you reduce overhead incurred from not having assets available where and when they are needed.

Equipment and revenue loss due to assets being stolen or lost, due to theft or unauthorized movement could be significant. The Oracle Service Monitoring for Connected Assets Cloud tracks geo-fencing violations and send alerts if equipment or shipments travel outside of the regions you define. These alerting capabilities quickly notify you when a critical asset has been moved outside its expected location. When combined with other Oracle cloud services, these alerts automatically trigger the business work flows required to initiate investigation and asset replacement.

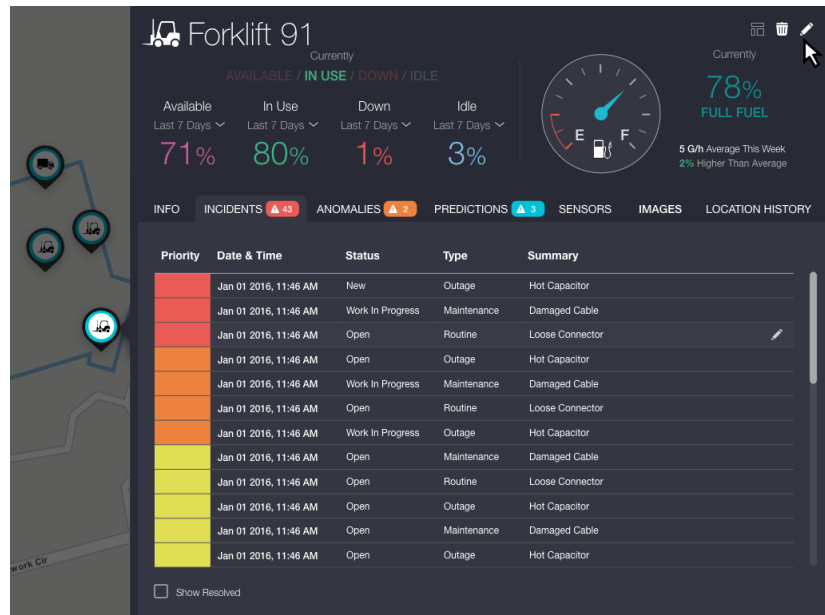


Figure 2: Oracle Service Monitoring for Connected Assets Cloud Asset Incident Report

## Oracle Cloud

Deploying your business applications in the cloud can deliver both short- and long-term benefits, including cost savings, improved agility, and faster innovation—but only if your cloud is enterprise-grade. When evaluating your cloud strategy, it is important to consider the level of control and choice you will either maintain or give up to achieve some of these benefits. There are also additional risks to consider when outsourcing all

or part of your applications to a third-party cloud provider, making it important to always evaluate the quality of these services as key purchasing criteria.





Oracle has been delivering cloud services to large and small organizations around the globe for more than a decade and has a strong legacy of providing best-of-breed functionality for business and industry applications. All Oracle Internet of Things applications are part of Oracle Public Cloud and are easily integrated with other Oracle Cloud Services. By using prebuilt integrations, you can drive rapid Internet of Things innovation to improve your asset monitoring and management capabilities.



#### CONTACT US

For more information about Oracle Internet of Things Asset Monitoring Cloud, visit [oracle.com](http://oracle.com) or call +1.800.ORACLE1 to speak to an Oracle representative.

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#### Integrated Cloud Applications & Platform Services

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