

Scante.net Success Story

Power Generation Industry

Power Telematics

Company Facts

Overview

- Location – Duluth, GA
- Industry – Generator Monitoring
- Website – www.powertelematics.com

Success Highlights

Challenges

- Lack of branding options for dealer network
- Difficulty accessing generator data via IIoT devices
- Challenges producing timely and meaningful reports and alerts

Solution

- Scante IoT-CX system

Benefits

- Unique and Custom-Tailored
- Ease of Branding for Their Dealer Network
- Ease of user Interface and Adoption
- Custom Report Creation and Automation
- Ability to add Features, Functionality, and Capabilities Over Time
- Cost-Effective
- Superior Support Services
- New and Improved Business Processes
- Admin Process Efficiencies
- Increased Revenue
- Competitive Advantage and Differentiation

Scante



Power Telematics, Inc., provides remote monitoring and vehicle tracking solutions to the emergency power generator systems industry across the US. From their base in Metro Atlanta, PTI is a 10-year-old IIoT services systems integrator and value-added reseller led by Andy Briggs, President, who brings over 30 years of generator services experience. Their primary customers are generator dealers, distributors, and independent service companies located across North America that desire to grow their business, provide superior customer service to ensure happy and loyal customers, increase the reliability of the generator equipment they maintain, and significantly improve their overall profitability.

Power Telematics provides generator service companies with a single source for all generator monitoring systems. By partnering with leading manufacturers, they provide their customers a wide variety of edge devices, gateway solutions, and accessory components to provide the "best IIoT solution for the application at the best price."

The Power Telematics' user interface, Power Link, enabled by Scante, is a cost-effective solution specifically designed for generator service companies to improve the level of service they provide. Power Link offers customers a custom generator monitoring solution they can market as their own. Power Link monitors and tracks stationary and mobile generators, mobile equipment, assets, and customer locations 24 hours a day, logging all activity in one place and ensuring that equipment will work when the power goes out. Instead of inspections once or twice a year for equipment health, assets are monitored continuously 24/7.

The Business Situation

When they first started, they used an inflexible software platform with minimal customization ability. It was a vehicle tracking-based software platform shoe-horned into their generator applications. There were several challenges with this system. It lacked the ability to

1. Brand for the dealers
2. Access the required information from IIoT hardware
3. Produce meaningful and timely reports

The Solution

Power Telematics spent years looking at other possible solutions when saw a Scante IoT-CX case study at a tradeshow. They knew what they were looking for but hadn't found it. Scante enabled Power Telematics to elevate their services capability significantly. The relationships developed, as well as the flexibility and responsiveness they showed, was a catalyst for selecting Scante as the supplier of choice. The following criteria were key:

- Power Telematics sought a more unique and custom-tailored platform offering to their consumers, allowing differentiation from competitors
- Scante systems provided all the capabilities they had been looking for, but it also allowed the ability to brand the monitoring system for their generator service company network
- They can now create and automate many different types of custom reports and alerts
- Bi-weekly calls where 'to-dos' and 'wish list' items are communicated to the Scante team and updates are provided to PTI
- The willingness of Scante to continue to iterate on the interface beyond the initial scope was well worth the conversion costs from the legacy system
- The Scante solution continues to be cost-effective as PTI grows. From the initial buy-in through the many customizations they've asked for, Scante has been very affordable

- Onboarding and training happened along the way through the development of the solution, and the user interface is very friendly. Their internal staff and dealer end-user adoption are 100% supported by a detailed navigation document
- "Scante's support services are excellent. Whenever there's been an issue or question, which is seldom, it's been addressed nights, weekends, whenever - they're very responsive."

"In 2022, when Power Telematics went live with our largest customer utilizing the Scante solution, we had confidence that the previous months of planning and tweaking the software interface would make a big splash. It was a huge success," says President of Power Telematics Andy Briggs.

The Business Impact

The benefits of implementing the Scante solution are many. Key for Power Telematics is the ability to brand for their distribution clients and customers. Their staff can easily customize the branding to match the dealer's branding and do so at no charge. Other software providers charged upward of \$1500 per client. Savings on branding costs alone were enough to offset most project costs. The ease of branding for the dealer network has been a significant differentiator in our marketplace. This capability has promoted loyalty between the dealers and Power Telematics, with the dealer network promoting Power Telematics as a vendor of choice.

The software's ease of use is another significant benefit for Power Telematics. Compared to their legacy system, the Scante interface is much easier to navigate and user-friendly. Deep-dive tutorials for the dealer network are rare since the platform is intuitive, and training requirements have been minimal.

The Scante solution has enabled Power Telematics to implement new business processes and improve existing ones internally by providing information access never previously available. This has allowed them to clean up their data and better qualify the data entered into the system during the migration from the legacy platform to Scante. One specific process they're working on now will speed up the sales process, incorporating a single-screen entry system to streamline device setup and onboarding device. Expediting setup and customization of a new monitor installed with the Scante solution brought additional efficiencies.

Power Telematics associates an increase in revenue with their implementation of the Scante solution. "Just last month, one of our larger dealers, who has been using the system for a little over a year, placed a substantial order. Another customer placed quite a large order this month because they loved what they saw with the platform particularly," says Briggs.

"Additional, but less tangible ROI factors for me include peace of mind, modernization of manual processes, rapid response to change, manhours reduction, and improved efficiency of business processes. The uptime, reliability, and stability of the Scante platform over the past two years is fantastic. We've also expanded our product offering and added additional fuel level monitoring capabilities for diesel and propane tanks, for example," continued Briggs.

What's Next

Power Telematics is working diligently to migrate dealers using the legacy platform to the Scante solution. In the future, they will add additional technical product enhancements – more data-driven products. "Our business has grown rapidly, and our long-term plans moving forward are to add thousands more devices. Scante's recurring revenue stream pricing model aligns with ours to determine how affordably we can scale," said Briggs.

They are in the end stages of a successful trial that could be a game-changer with a large retail chain with more than 2000 stores across all 50 U.S. states and the District of Columbia. Each store has a backup generator. They expect the decision to go forward and hope it will be for all 2000+ stores. "Power Telematics would not have been able to play in that arena with a retailer of this size if not for Scante. We can extend an API and send the data through the API directly to the retailer's server as requested, and we absolutely wouldn't have been able to do that without Scante," stated Briggs.

"Overall, I love Scante. They've made a huge difference in my business, how we go to market, and the products we're able to offer. I highly recommend Scante to anybody. They're great folks; they listen and are dedicated to doing whatever they can to make us happy but also to make us successful. It's been a great partnership," concludes Briggs.

About Power Telematics

Power Telematics is the Power Systems Industry leader for generator monitoring, equipment tracking, asset tracking, and vehicle tracking. We provide a distinctive suite of tools and services to help power systems dealers, distributors, and independent service companies build a better business. Our clients experience higher customer loyalty, dramatically improved productivity and efficiency, and superior profitability. Power Telematics provides the most comprehensive and cost-effective mix of monitoring and tracking solutions in the industry, and our generator monitoring products are UNIVERSAL to all generator brands, sizes, and applications. Our web-based user interface, POWER LINK, is designed for service organizations to monitor and track generators, rental equipment, mobile assets, and service technicians all on one platform.

About Scante

Scante systems help manufacturers quickly provide branded IIoT and Customer Experience (IoT/CX) websites and apps. Our "white label" systems integrate IoT data from connected products with all the content, parts, services, and support interactions customers and end-users need for a comprehensive, IoT-driven online experience. Scante clients are typically manufacturers of industrial or commercial equipment and service or consumables companies in industrial markets. Across a broad range of markets, we're providing highly personalized IoT-driven web experiences that make a difference with customers. Many small and medium-sized companies benefit from our Software as a Service (SaaS) approach. Large global companies choose Scante for our rapidly deployable, configurable, and extremely cost-effective systems. They all share a need to provide IoT-driven experiences to their customers and haven't found good solutions from the IoT mainstream. As a team, we've been building complex customer interaction and IIoT applications for Internet-connected products for decades. Let our team of experienced, results-driven professionals help you achieve your goals for customer-facing IIoT and support apps.

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Contact us for more information



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