Case Study

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ARPAC, LLC | Packaging Machinery – IoT CX Case Study
by Jon Prescott

ARPAC is a leading packaging machinery provider based in Chicago, IL, USA. ARPAC's palletizing and shrink-wrapping machines are used globally by diverse consumer and commercial product manufacturers.

Previous IoT applications efforts had not been satisfactory due to high development and per connected machine costs. Additionally, the prior IoT system had no means for ARPAC to manage and maintain their system, and any minor change entailed delays, extended downtime, and added costs.

Using **HMS eWON Flexy™** devices for machine connectivity and an IoT / Customer Experience (CX) app system from Scante.net, ARPAC cost-effectively replaced their previous system and launched their *BeConnected™* IIoT platform.

ARPAC's Scante apps receive near-real-time operating data from their Flexy gateways through secure API connections to **HMS eWON's Talk2M™** system. They are also now handling the day-to-day management of the systems and can iterate on system content and features without incurring ongoing development charges.

The system stores basic time-series data on machine throughput and multiple text string variables for information on the machine state. With that data, ARPAC can deliver complex machine performance analytics valuable to users through Scante's graphing and analytics tools. Among many other Scante systems standard features, ARPAC now has the following:

- Alarm Notifications
- Preventive Maintenance Schedules
- Support Documentation
- Support Requests
- Replacement Parts
- Numerous Other Functions

For more on Scante's IoT CX, visit us at www.scante.net.
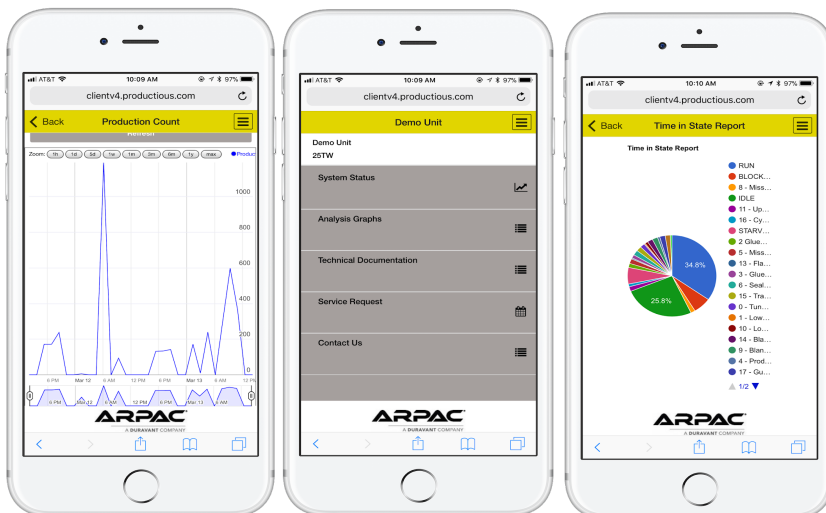
About Scante

Scante systems help manufacturers quickly provide branded IIoT and Customer Experience websites and apps. Our "white label" systems integrate IoT data from their connected products with all the content, parts, services, and support interactions their 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 websites and mobile apps that make a difference with their customers. Many small and medium size companies benefit from our Software as a Service (SaaS) approach. Large global companies have also chosen Scante for our rapidly deployable, configurable, and extremely cost-effective systems. They all share a need to provide IoT driven apps 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 IoT and support apps. **Visit scante.net for more.**

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