

Case Study



Scante



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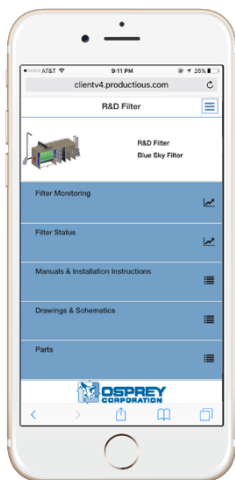
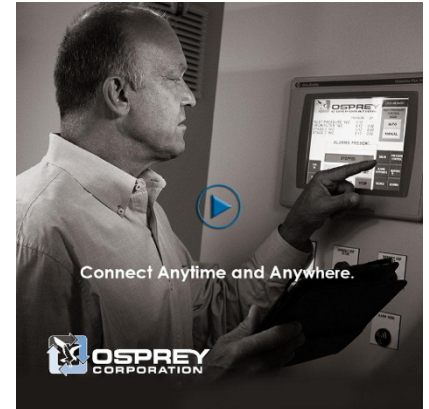
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Osprey Corp. | Industrial Air Filtration and Recycling Machinery – IoT CX Case Study

by Jon Prescott

Osprey Corporation, based in Atlanta, Georgia, USA, manufactures complex, factory-scale air filtration systems for fiber insulation, fabrics, diapers, and many other fibrous products. With filtration systems installed in factories across Eurasia and North America, Osprey's needs were complex and significant regarding operational monitoring, PLC remote access, and online customer support through customer-facing apps.



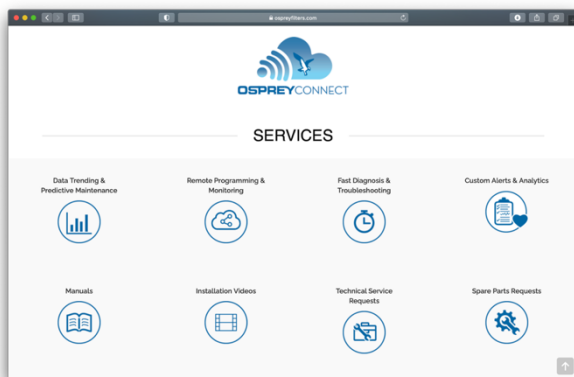
With a comprehensive IoT/Customer Experience (CX) app system from Scante, Osprey offers the **OspreyConnect** system to customers worldwide.

OspreyConnect has grown to provide best in class IIoT and Industry 4.0 functionality, along with app-based technical support, parts, services, and comprehensive technical documentation to their global customers.

Osprey's Scante system can receive near-real-time operating data from the **HMS eWON Flexy** gateway through encrypted API connections. The system stores extensive time-series data on

- Air Pressures
- Energy Consumption
- Filter Plugging
- Detailed Fault Data from the Local PLC

Email and SMS text alerts on machine conditions, detailed analytics, and preventive maintenance (PM) notifications are received based on filter usage and actual operating conditions.



Perhaps more critical than IIoT data functions, **OspreyConnect** offers customers a personalized portal for support, technical documentation, parts and service recommendations.

From the initial sale of Osprey equipment, customers have password-protected online access to project management documents, engineering acceptance documentation forming a long-term project and equipment archive.

Using Scante's built-in QR code support, Osprey customers have long-term access to machine-specific online resources by scanning permanently affixed aluminum QR codes scattered in critical locations around their machines. **For more on Scante's IoT CX, visit us at www.scante.net.**



About Osprey Corporation

Osprey Corporation has remained the global leader in process air filtration and recycling systems for the soft disposables industry since 1974. The Osprey filter is the standard by which others are measured. Osprey also offers cost saving and environmentally friendly waste handling and recycling systems for the plastics, tissue, and nonwovens industry. Osprey's large, multi-stage filtration systems not only produce high quality environments for workers, but return captured materials back into the production process, increasing yields and plant profitability.

Osprey's goal is successful integration of our systems with our customer's production demands. They have an experienced staff of dedicated sales, engineering, and manufacturing professionals. Including a worldwide network of sales and service representatives and are keenly aware that their most important assets are their people and valued customers. **For more on Osprey Corporation visit: ospreyfilters.com**

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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