Smart Eye-D Scanner

Retina Scanner Equipment

Treats
- Security Issues
- Connectivity
- Supplier quality
- Agent Certification (HIPPA)

Sensor data readings sent to ThingWorx.
Receives software updates from ThingWorx.

Hardware supplier

Receives SMS messaging from ThingWorx when engineer confirms new hardware is needed, and sends hardware to device location.

Onsite Software/Application engineer

Receives SMS messaging from ThingWorx when device is not working properly so device can be repaired. Confirms with ThingWorx if hardware is needed for repair.

Opportunities
- Planned downtime
- First time fix rates decreased
- Remote maintenance

ThingWorx used to collect and analyze data; distance errors, # of logins, who's logging in, location services. ThingWorx will also push software updates. Sends automated messages to onsite engineers for repairs and supplies for new hardware.