



CONNXT CASE

## Hytech service cloud, improved service through connectivity

Hytech Support understands like no other the importance of high-performing equipment in providing the best possible support and achieving the highest possible level of customer satisfaction. This means being proactive rather than jumping into action only when receiving a technical failure report, and facilitating preventive maintenance to avoid temporary suspension of operation. Our experienced and fully qualified technical team provides all equipment nationwide, as well as supplying store furnishings. If there does happen to be a malfunction, they will solve this within the parameters of service delivery.

*'We have created a platform that's ready for the future!'*

The Hytech Service Cloud is equipped to monitor the more than 3,300 postal scales operated by PostNL and other providers in order to minimise technical problems. Remote connectivity is crucial for the efficient deployment of service staff. The portal contains clear status details on all postal scales and handles overall management of the scales. Scales can be reset remotely, weight details can be accessed, and entire configurations can be added

to ensure that the customer's technical issues are resolved as soon as possible.

### Implementation

The Hytech Service Cloud is implemented through a software connector integrated into the postal scale which facilitates connectivity with Microsoft Azure Cloud. This Cloud incorporates the conNXT platform, which was developed by OrangeNXT on top of Microsoft's standard IoT Suite platform. OrangeNXT favoured Microsoft Azure Cloud owing to Microsoft's focus on IoT and Digital



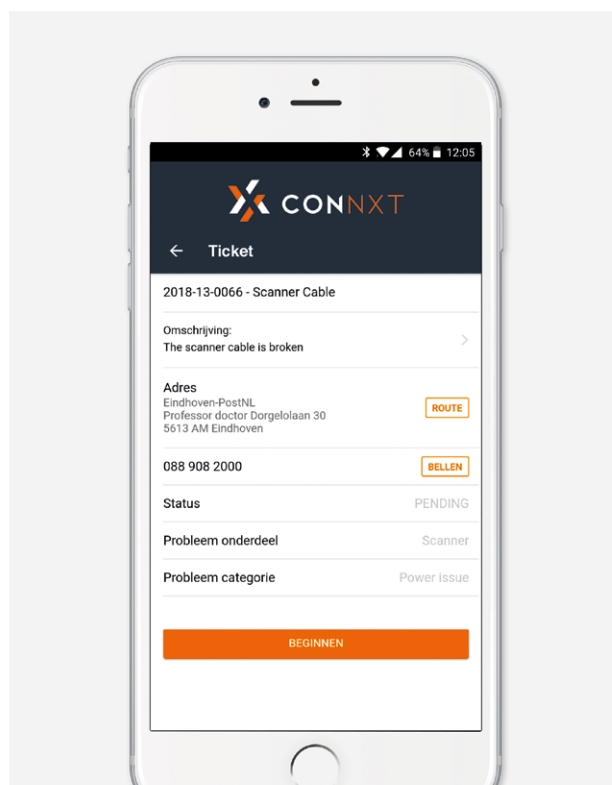
Transformation, which we also see reflected in the Microsoft platform. This has enabled us to develop our conNXT platform quickly, which has culminated in a reliable, scalable and secure platform, which in turn has resulted in the Hytech Service Cloud for Hytech Support.

The Hytech Service Cloud has been extended with a mobile application which runs on the smartphones of service staff. This application ensures the quick implementation of a new scale by scanning a 3D barcode, which transmits the scale's settings and registration to the Hytech Service Cloud. This extension cuts installation time in half, as well as greatly reducing the workload of back-office staff, as the system ensures that service agents are fully self-sufficient.

Hytech Support expects it will be able to expand the platform in the future by incorporating a Predictive Maintenance module. The data collected within the platform in this way creates sufficient analytical options for predicting when any of the scale's functionalities is at risk of failing. This has transformed Hytech Support into a genuinely data-driven support organisation where 'Weighing as a service' could be one of the future business models.

### Rol van OrangeNXT

Changing markets – including those of clients such as Hytech Support, whose customer needs change all the time – call for a flexible solution, one that puts them back into a position where they can do what they do best: providing fully realised, across-



the-board support services to their customers. OrangeNXT helped Hytech Support create a digital roadmap, including the corresponding solution. OrangeNXT was selected as a partner on the strength of their knowledge and expertise in IoT, Cloud and Digital Transformation. Our specialised expertise was another factor in being able to provide the appropriate advice.

For the Hytech Service Cloud, this ranges from providing access to the scales through the conNXT





connector, as well as setting up the conNXT Cloud for monitoring, management, data storage, reports and data analysis of the scales. The entire solution is managed by the OrangeNXT Managed Service organisation, and OrangeNXT works closely with Hytech Support on a daily basis on providing services to its clients.

### About Hytech Support

Hytech Support is the leading technical service provider for retail outlets and installations. As a service partner and technical specialist, they have the knowledge, empathy and passion to develop a unique understanding of their clients and provide them with the highest-quality services. As a family business, they feel it's very important that their employees are passionate about their clients' projects. They have integrity and are driven, pleasant to work with, and have a real love and passion for the business. They provide their clients with the security and peace of mind they are looking for. For further information, please visit: [www.hytech-international.com](http://www.hytech-international.com)

### More information?

To learn more about conNXT and its capabilities, feel free to contact us at any time – you will find our contact details below. Start monitoring your data today!



### Project outcome

*Thanks to the Hytech Service Cloud, Hytech Support was able to supply 3,300 new scales within the time frame set.*

This has resulted in a platform that's ready for the future and can meet the shifting customer demand with the flexibility needed to expand into innovative new services. Incidents can be handled faster thanks to the current high service levels. There is a smaller workload for backoffice staff, which means the same team can easily handle multiple customers simultaneously.

### Want to know more about this case?



#### Chris Bosse

Business Development Executive

✉ [Chris.bosse@orangenxt.com](mailto:Chris.bosse@orangenxt.com)

☎ [+31\(0\)6 12 97 76 95](tel:+31(0)612977695)