Engage IoT

REDYREF

LiVeWiRe

engage IoT

Manage

Role Administration
Centralized Control
Application Management
2FA
Device Management

engage IoT

Report

Standard & Custom Reporting
Meters for Bill Count &
Inventory Reporting

Monitor

Real-Time Monitoring
Device Monitoring

REDYREF / Livewire Digital's Engage IoT software platform is a robust and versatile solution designed to manage multiple digital touchpoints seamlessly.

REDYREF

Overview of Engage IoT

Engage IoT is an all-in-one platform that empowers businesses to manage their kiosks, hardware components, digital signs, websites, mobile apps, and other IoT devices from a single interface. This integration allows for real-time management and coordination across multiple customer engagement points, enhancing efficiency and user experience.
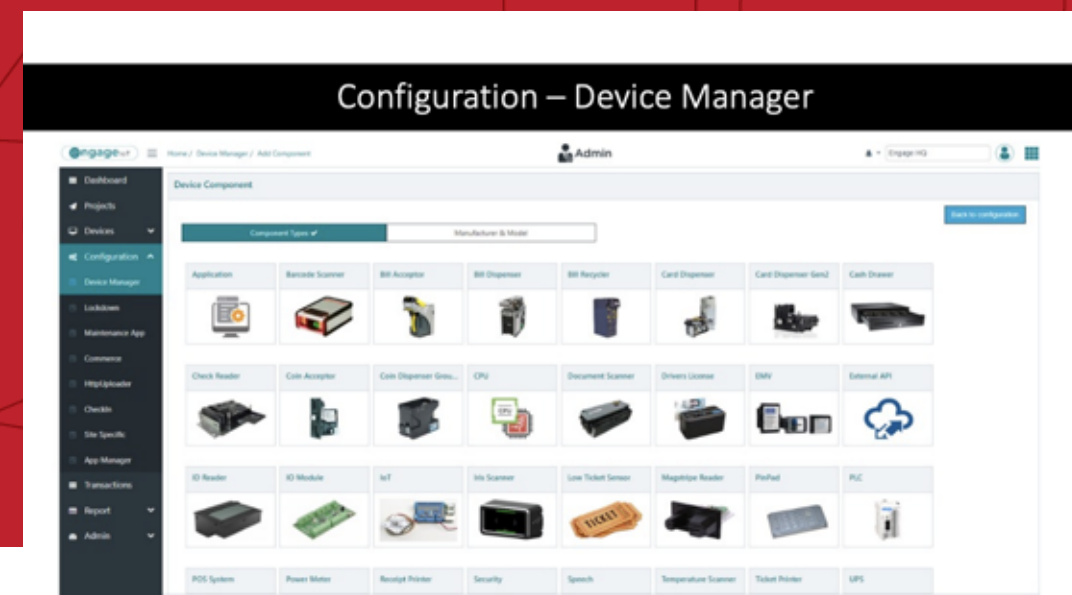
Manage

CENTRALIZED CONTROL

- **Hardware, Application, Security and Content Management:** Centralized control of all client-side applications and content, managing software updates, deploying new applications, and scheduling content across all devices from a single dashboard.

- **Client-side applications are centrally managed** from the Engage Server, offering integrated revision control.

iStock™
Credit: svetikd
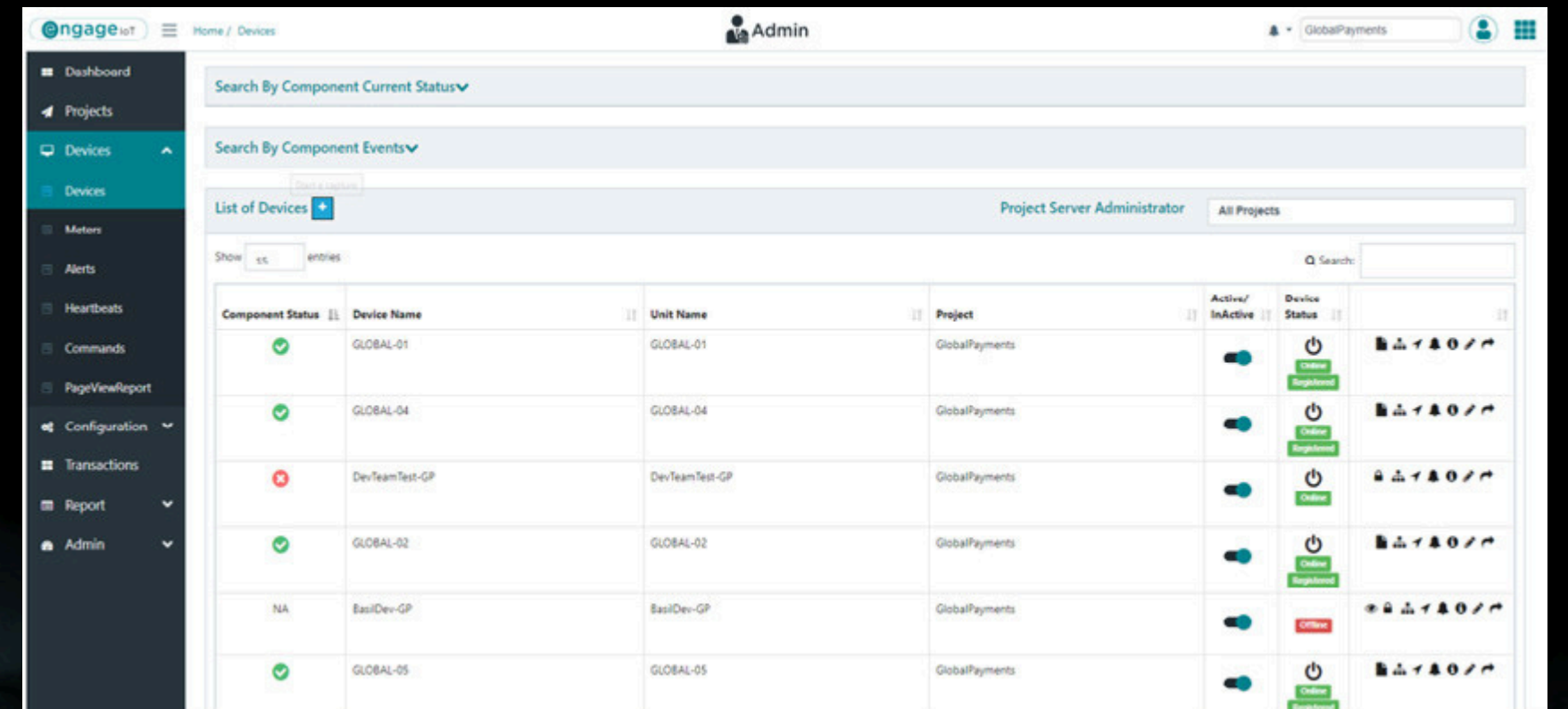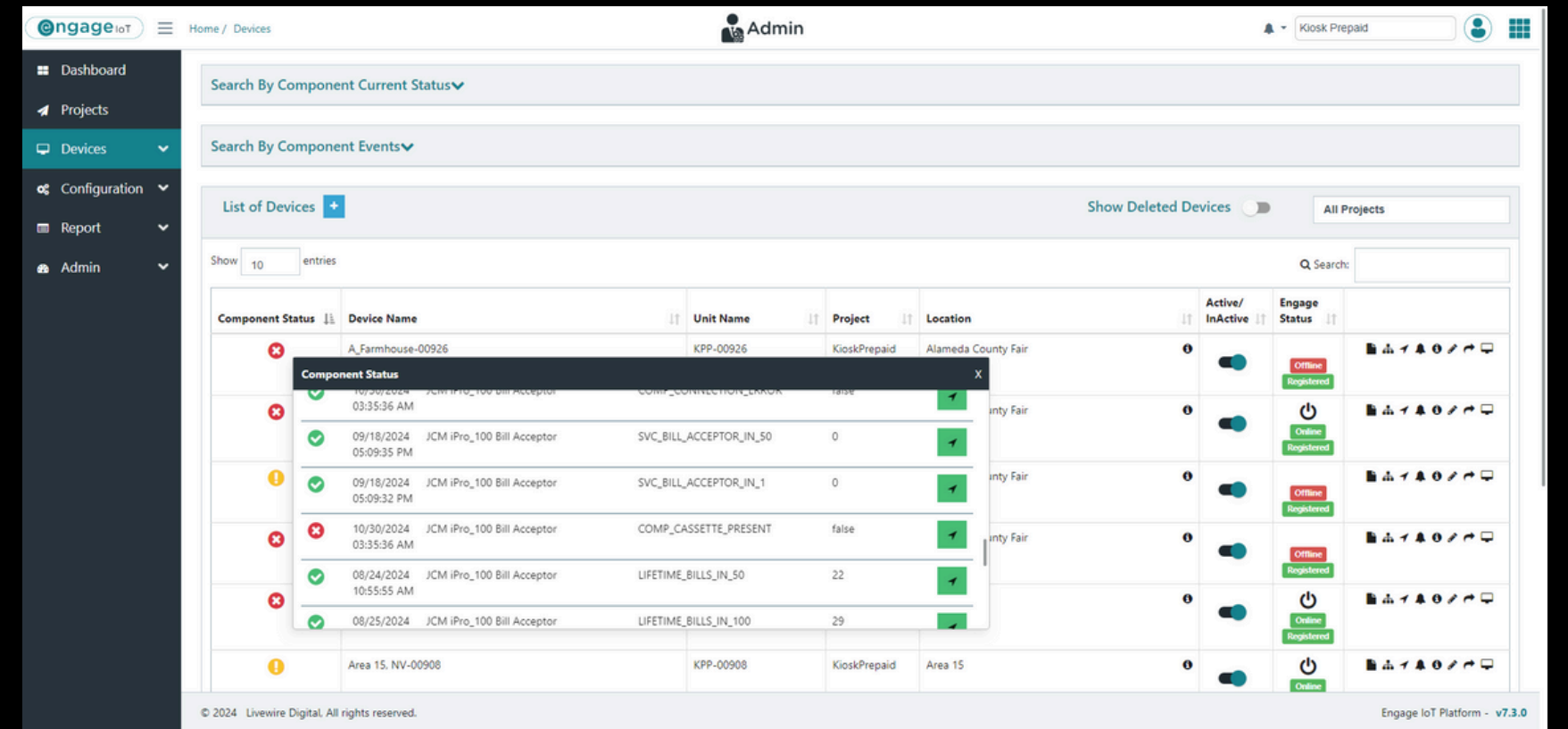
Manage

Configuration – Device Manager

DEVICE MANAGEMENT

- **Pre-Configured Devices:** Devices can be pre-configured for fast registering and licensing, providing central management of hardware components and external system interfaces.

- **Remote Access and Control:** Manage and troubleshoot devices remotely, reducing the need for on-site maintenance

- **Alert Management:** Configure and manage alerts across all devices, with pre-defined component alerts for email and text messaging distribution.

- **Reboot Any Device with a Click:** Easily reboot devices remotely to resolve issues without physical intervention.

- Open APIs to All Devices: Enables integration with various systems and devices.

Engage IoT

REDYREF / Livewire's Engage IoT kiosk management platform brings together kiosk & digital signage software, websites, and mobile apps under a single, easy-to-use umbrella.

This empowers you with real-time control over various digital touch points for customer relationship management (CRM), social media interactions, and cloud-connected devices and services. With our user-friendly system, you can effortlessly oversee self- service kiosks, digital signs, and smart IoT devices, all from a centralized source.

Manage

APPLICATION MANAGEMENT

- **Central Management**

- **Manage Release of New Software Versions:** Easily manage and deploy new software versions to all devices from a single platform.
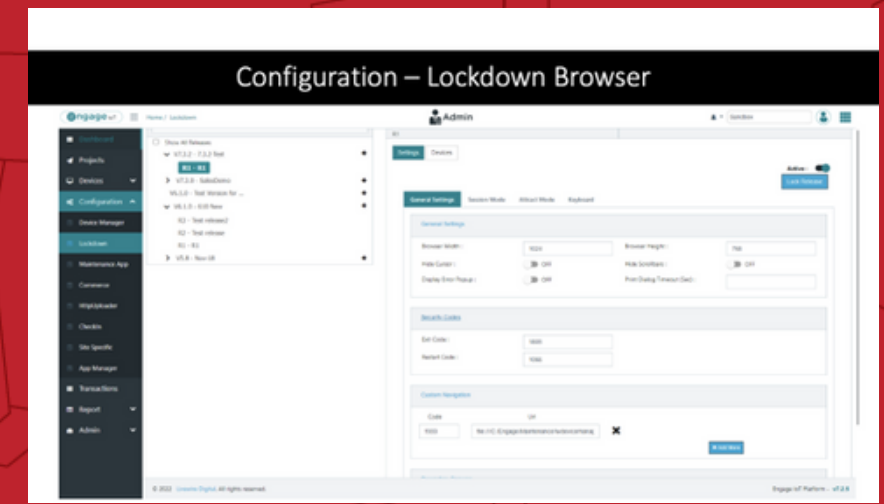
ROLE ADMINISTRATION

- **Detailed Role Management:** Define and manage user roles with specific access permissions.

TWO-FACTOR AUTHENTICATION (2FA)

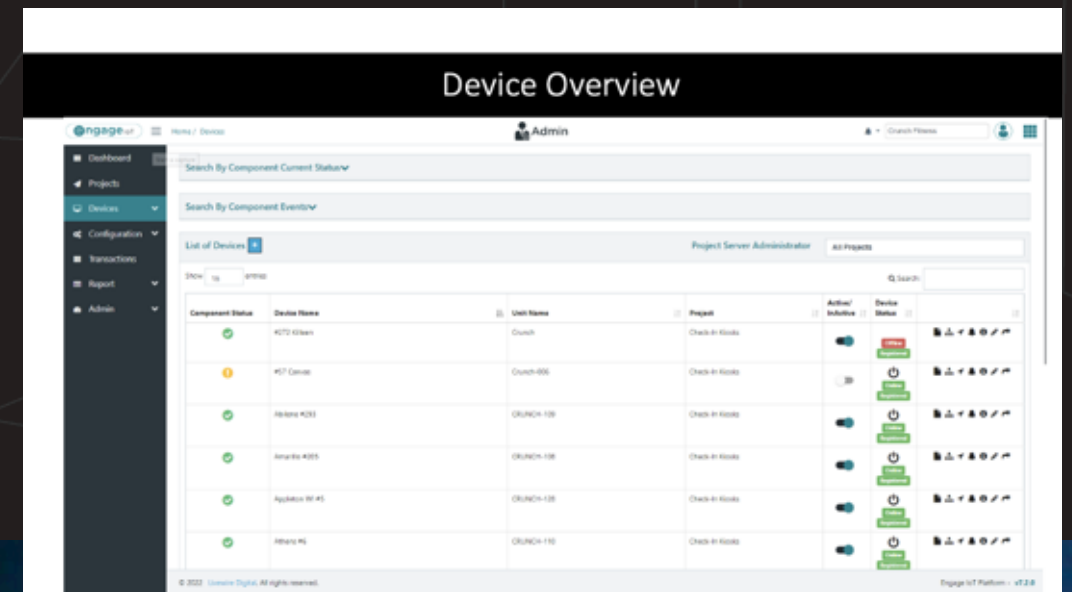- **Enhanced Security:** Implement 2FA to add an extra layer of security.

Manage

SECURITY AND EXTENSIBILITY

- **Secure Transactions:** Provides secure transaction capabilities with robust encryption and user authentication.

- **Custom Integration:** Seamless integration of custom functionality to tailor the system to specific needs.
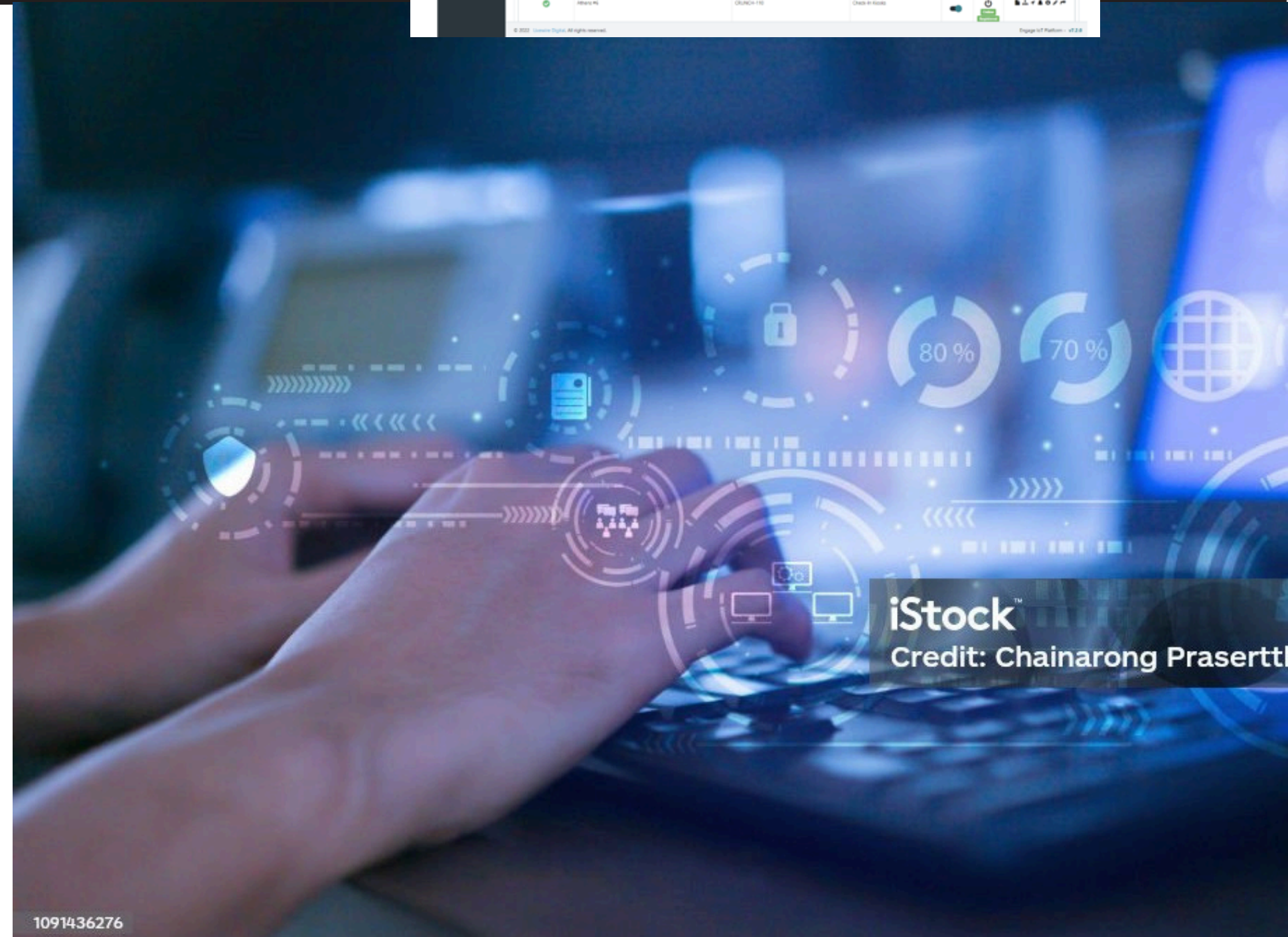
SECURE BROWSER LOCKDOWN

- **Security and Control:** Ensures kiosks and devices are locked down to prevent unauthorized use.

- **Whitelisting Domains:** Allows administrators to specify which websites and applications are accessible.
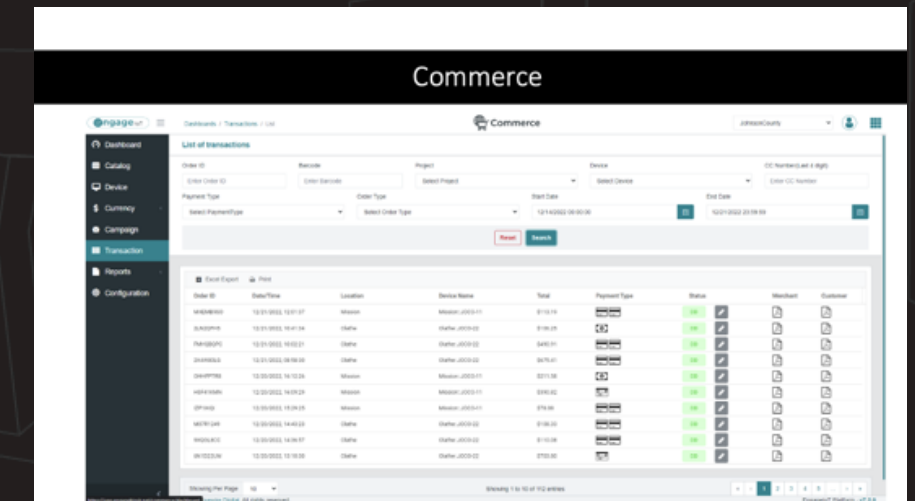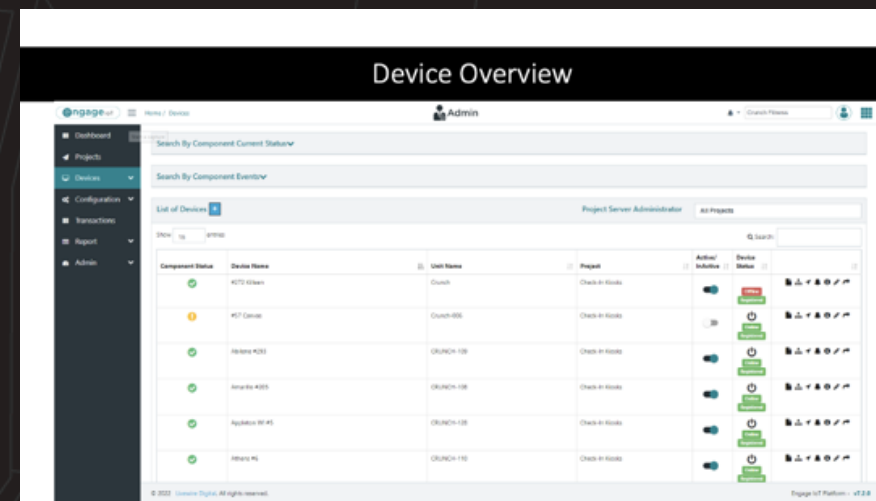
Monitor

REAL-TIME MONITORING

- **Inventory and Device Monitoring:**
  Comprehensive monitoring of all
  connected devices to ensure accurate
  inventory levels and consistent health
  monitoring of devices and hardware
  components.

Monitor

DEVICE MONITORING

- **Monitor All Devices on One Platform:** Provides an overview of the status of all devices, enabling users to drill down into hardware component health and initiate commands such as reboots.

- **Send Alerts to Operations and Support Team:** Configure and manage alerts across all devices to promptly inform the team about any issues.

- **Session Tracing:** Diagnoses issues quickly by tracing session activities and identifying the root cause.
- **Transaction Monitoring:** Provides detailed views and filtering options for transaction data, aiding businesses in monitoring and analyzing financial activities.

Report

STANDARD AND CUSTOM REPORTING

- **Standard and Custom Reporting:** Provides detailed reporting capabilities to generate insights into operations.

METERS TO MANAGE INVENTORY AND BILL COUNT

- **Inventory Management:** Use meters to track inventory levels and bill counts, ensuring accurate and efficient inventory control.

Why Engage IoT?

1. IMPROVE TIME TO MARKET

Pre-Built Features: Engage IoT has common features already built in, so you don't have to reinvent the wheel. Similar to using website builders like WordPress or Squarespace, Engage IoT provides all the features and management tools needed, allowing you to get up and running quickly.

2. EASE OF HARDWARE INTEGRATION

Device Library and Expertise: Engage IoT includes a library of devices we have interfaced with already, and our team has expertise in integrating new devices. This ensures smooth and efficient integration with your existing systems.

Why Engage IoT?

3. REDUCE COST OF DEVELOPMENT

Pre-Developed Solutions: Just like avoiding the need to build a website from scratch, Engage IoT's pre-developed solutions mean that you don't need to start from zero. Our team has done most of the development for you, saving time and costs.

4. MORE REAL-TIME CONTROL

Real-Time Status and Alerts: Engage IoT provides real-time status updates and alerts in an easy-to-use dashboard, with remote access available at the click of a button.

Why Engage IoT?

5. SECURITY ENHANCEMENTS

Front-End and Back-End Security: The platform includes lockdown features to protect users from unauthorized access, as well as encrypted communications, firewall protection, and secure connections, all built to PCI standards.

Benefits for Businesses

- **Increased Efficiency**: By consolidating all management tasks into a single platform, businesses can streamline operations and reduce the time and effort required to maintain multiple systems.

- **Enhanced Customer Experience:** Real-time data and centralized management mean that issues can be addressed promptly, and customer engagement can be optimized, leading to higher satisfaction rates.

- **Scalability:** Whether a business is small or large, Engage IoT is scalable to meet varying demands, making it a suitable choice for a wide range of industries and applications.
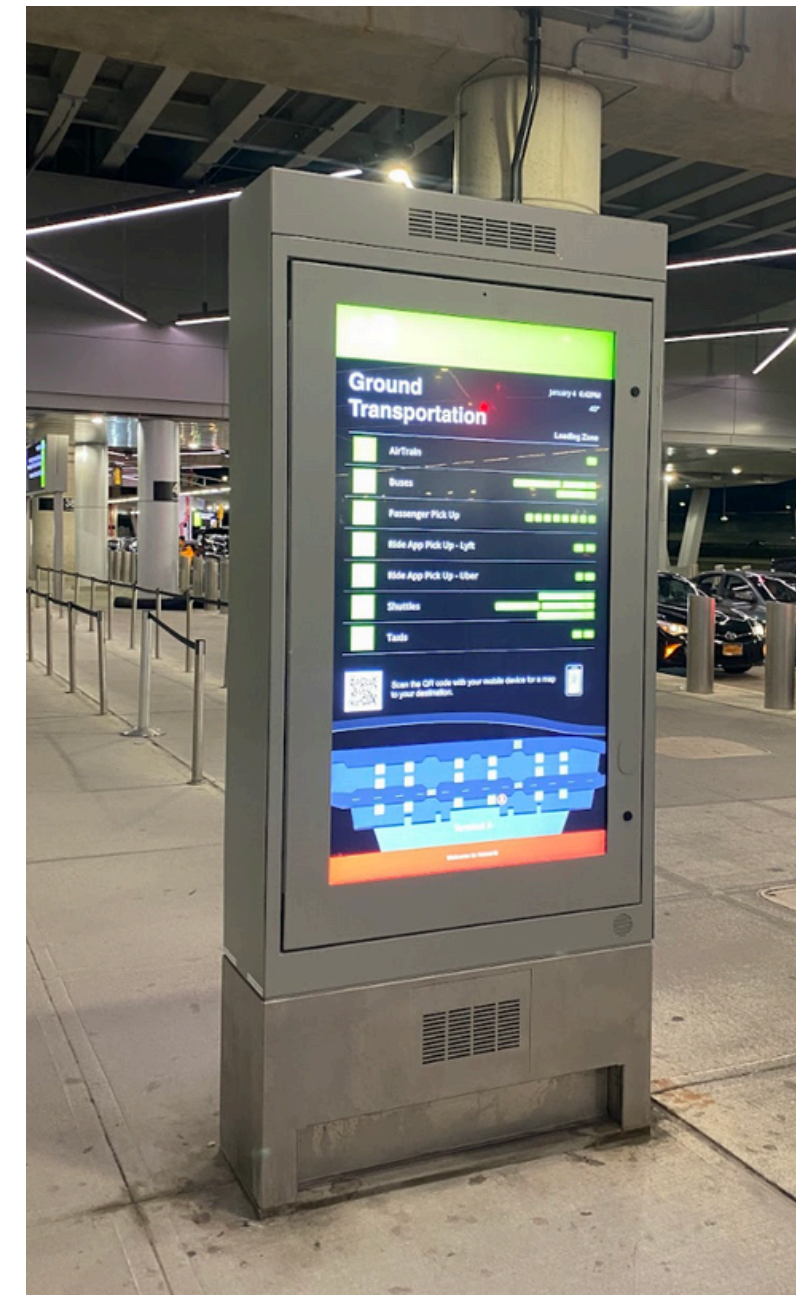
Applications and Use Cases

- **Retail and Hospitality**: Engage IoT can manage digital signage and interactive kiosks, improving customer interaction and providing real-time information and promotions.

- **Healthcare and Education**: The platform can support patient check-in kiosks and informational displays, enhancing service delivery and information dissemination in hospitals and educational institutions.
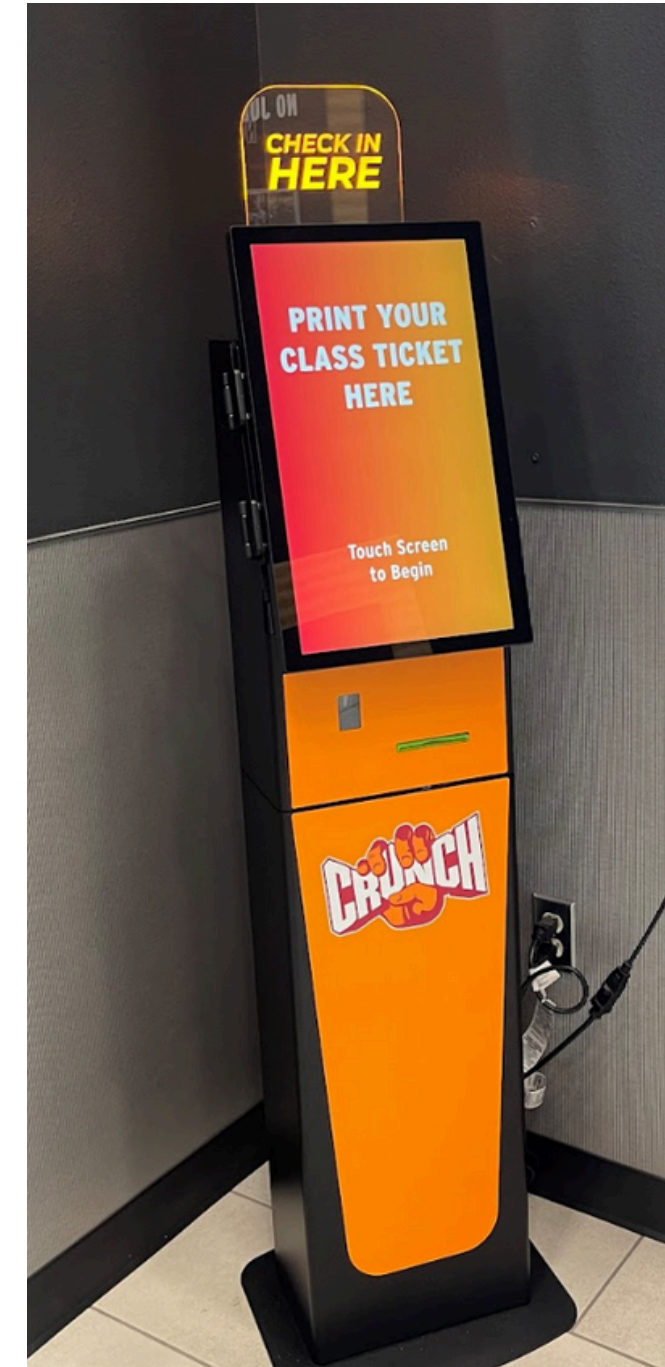
Applications and Use Cases

- **Corporate and Government:** From self-service payment kiosks to digital directories, Engage IoT provides versatile solutions that improve efficiency and user engagement across corporate offices and government facilities

.

- **Transportation Hubs:** Manage wayfinding kiosks, ticketing systems, and digital signage in airports, train stations, and bus terminals to enhance traveler experience and operational efficiency.
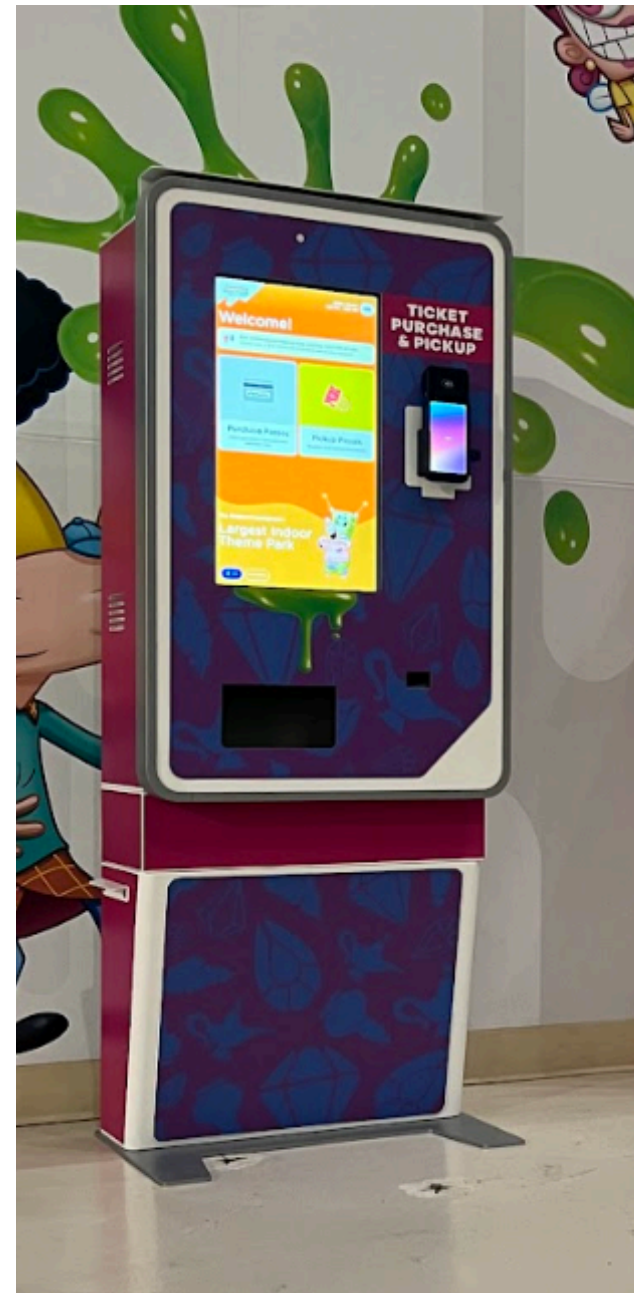
Applications and Use Cases

- **Fitness Centers and Gyms:**
  Implement RFID-enabled kiosks
  for member check-in, access
  control, and promotional displays,
  enhancing the overall user
  experience.

- **Smart Cities:** Use Engage IoT for
  managing digital signage,
  informational kiosks, and
  interactive directories in public
  spaces, improving city services
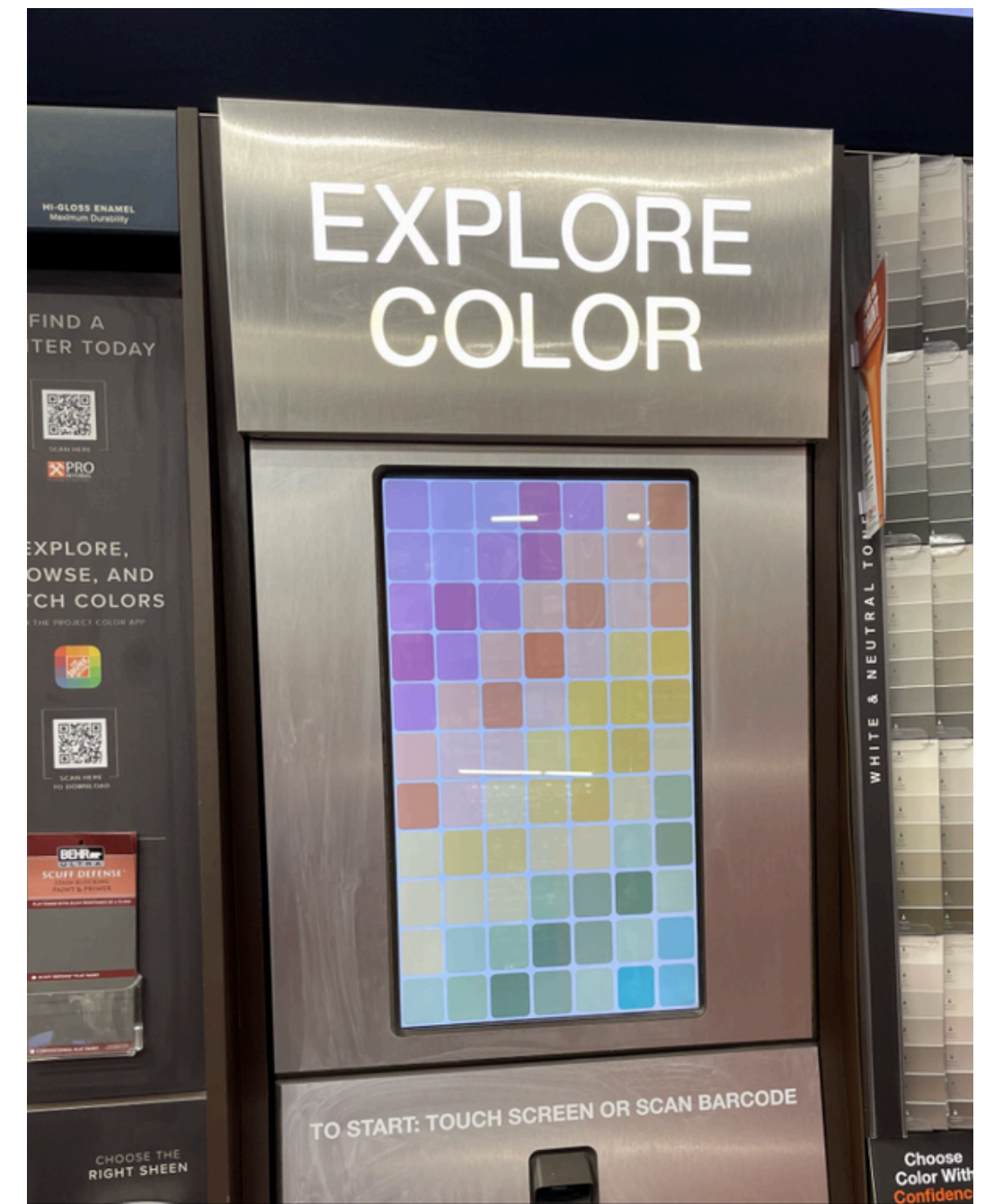 and citizen engagement.

Applications and Use Cases

- **Manufacturing and Warehousing:**
Monitor and control inventory, access,
and employee activities with RFID-
enabled kiosks, enhancing operational
efficiency and security.

- **Entertainment Venues:** Deploy kiosks
for ticketing, concessions, and
merchandise sales at stadiums,
theaters, and amusement parks,
streamlining operations and improving
customer satisfaction.

Summary of Engage IoT

Engage IoT by REDYREF-Livewire Digital is a scalable platform for managing kiosks, digital signage, and IoT devices with centralized control of hardware, software, content, and security. Its real-time monitoring, pre-built features, and robust APIs streamline implementation, enhance efficiency, and support diverse applications across industries such as retail, healthcare, and smart cities.

Thank you

REDYREF

LiVeWiRe