



# Device Management

Remotely manage your in-field devices and get faster, more efficient software roll-outs.

Your service teams spend loads of time installing, configuring, and upgrading software on in-field devices – time-consuming processes prone to human error (e.g. installing wrong configuration files) that can cause delays and headaches down the road. Imagine if this work could be done faster, more efficiently, and remotely - increasing productivity while complying with safety protocols in the COVID era.

Vontas' Device Management leverages cutting-edge technology such as a cloud internet of things (IoT) hub to manage in-field devices like IMLUs, signage, passenger counters, fareboxes, and mobile data terminals, without staff being physically on-site. This multi-tenant application facilitates auto-discovery, software installs, upgrades, and configuration changes - all done remotely - transforming services, upgrades, support, and monitoring for your in-field devices, and minimizing cost and schedule overruns.

## Overview



### Remotely Manage Your Devices

- Remotely and more accurately installs software; eliminates manual deployment of files
- Empowers staff to discover, address, and validate operational issues in a timely and convenient manner; enables technicians to execute tests on hardware while being located elsewhere
- Shows what devices need to be investigated using configurable, simple visuals; removes burden from operators to report issues
- Provides tools to remotely connect to the device



### Get Better Insight into Device Health

- Cloud-based platform monitors devices remotely based on key metrics
- Generates alerts based on various parameters; indicates and measures device health
- Customized dashboard enables administrators to focus on information that matters in real-time



### Easily Manage Device Configuration

- Tracks engineering change controls by showing the history of all deployments and configuration changes made to the device
- Automates detection and alignment of configuration based on templates; indicates if all devices are on the right versions across the fleet
- Stores all configuration files in one place for quick access



### Streamline Your Support and Upgrade Lifecycles

- Remotely tracks and targets defects by enabling debugging capability; uses cloud and live connections
- Increases visibility into the health of your in-field devices; helps you proactively keep the fleet running in peak condition
- Maintains a device twin in the cloud that gives the user near real-time experience

## Agency Benefits



### Make Manual Work A Thing of the Past

Automated device management solves a huge servicing challenge – the need to pull out every vehicle’s IVLU manually to see its configuration. Remote configuration management eliminates manual work and saves hundreds of labor hours. This ability to access devices remotely significantly reduces the time it takes to install software, decreasing upgrade times and shortening the support lifecycle.



### Improved Servicing and Maintenance Schedules

Predictive analytics, using machine learning and artificial intelligence to process huge amounts of device data, helps generate valuable actionable insights for better operational decision-making. Just-in-time diagnosis and preventive maintenance, for example, can be carried out based on data collected and analyzed in real-time, streamlining your maintenance cycles.



### Employee Safety and Social Distancing

Your operators and staff can remotely access in-field devices through the online portal, anywhere, anytime. This minimizes high-touch, physical contact with devices and peripherals when social distancing and pandemic protocols are in place.



### Increased Cost Savings

Device Management stores the complete hardware and software configuration for each vehicle and device in the system, and in the cloud. This provides valuable data to field services technicians, customer support professionals, and other service teams to validate, test, and update configuration information effortlessly, saving hundreds of hours for fleet maintenance and service. Azure IoT’s multi-tenant platform also enables you to bring your own device (BYOD), reducing your ownership costs.

## Passenger Benefits



### Enhanced Passenger Safety

- Maximizes passenger safety with optimally-maintained vehicles
- Updates engineering configurations of in-field devices, minimizing potential safety issues



### Fewer Breakdowns and Delays

- Artificial intelligence platform facilitates learning algorithms to identify data discrepancies that can lead to potential vehicle failures
- Creates early warnings and recommended actions to prevent vehicle failures, helping ensure seamless service for passengers



### Increased Customer Trust

- Improved maintenance regimes help you to be on time and keep passengers safe, rebuilding customer confidence in public transportation

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