

# SATO and The SOTI ONE Platform connects the dots for workflow efficiency



When taking a proactive approach to machine maintenance, our organisations work far more efficiently, are more profitable and have greater environmental responsibility when they are prepared before incidents occur.

The key for many of us lies in implementing systems that predict when a problem is likely to occur and initiating preventative measures to stop these from happening during our daily operations.

With the SOTI One Platform, SATO has made a significant effort to integrate printer maintenance into a single intuitive solution that brings real value to businesses by reducing errors in advance.

For many of us in manufacturing and commerce, controlling printers as part of the business-critical supply chain needs to be rooted in the ethos that "prevention is cheaper than the cure". Users must detect potential faults in advance, and automation can alert anyone in operation before cause for concern arises. From there, an appointment – even virtual – can

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be arranged for a technician to service equipment. This process removes potentially disastrous surprises by combining proactive preparation and agile service.

The approach deployed by SATO, together with SOTI Connect from the SOTI ONE platform, builds proactive

maintenance plans and makes automated decisions based on the real-time data derived from monitoring equipment. Most of our modern machines, from printers to cars, are now equipped with sensors that monitor performance and detect potential problems, such as low oil levels or irregular temperatures. Why should your printers be any different?

The benefits of this type of proactive thinking are clear; streamlined businesses can utilise insight on a much more meaningful level to optimise their service planning, execution and budgeting. Anyone can follow a course of action based on facts and data rather than the guesswork. This behaviour has been prevalent in many industries – remotely and without human errors.

In today's fast-paced and highly competitive manufacturing environments, there is simply no space for operational downtime. Downtime costs businesses significant sums of



money - as well as lost operative working hours each year. It can impact all processes, putting deadlines and client relationships at risk, damage valuable profit margins and create a negative impact on proactive CSR (corporate social responsibility) efforts.

For many of our businesses, employee satisfaction and impact on the environment are also at risk when hours of inactivity are followed by the pressure and extra energy consumption of catch-up work, often incurring further expenses to recover lost productivity. So, imagine the opportunity, when a printer does not work and can be put into production again – without physical contact by the user.

It's clear that a reactive system, rather than proactive, isn't efficient enough for modern commerce demands. A common scenario sees an hour of valuable time taken to contact a help desk to identify the problem, followed by several more hours in assigning the

nearest technician. The site visit and maintenance are often scheduled for a few working days in the future, with additional hours required to resolve the problem. Added together, a single fault can easily waste several days of operational and commercially valuable production time, if not managed proactively.

These costs are compounded by the fact that many technician callouts are unnecessary, whereas translating virtual data into actionable, trouble-shooting measures empowers businesses to make more deliberate decisions about whether callouts are indeed needed. This can avoid the technician making visits that are not needed.

Manufacturers, logistics providers and many more businesses through your supply chains can harness the union between predictive maintenance and IoT to create truly intelligent, optimised and secure operations. Machine sensors are nothing new, and often only provide current diagnostics, often with insufficient notice to prevent downtime.



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With SOTI Connect, your daily operations can secure real-time information, which is read by automated web-connected systems that explain what action is required to avert or remedy a problem. Rules are defined, and the next steps are automated and executed, with statistics collated and stored, resulting in potential new processes to further strengthen the operations.

Networked devices from SATO connected securely via the cloud also allow our businesses to conserve resources when operating across multiple sites globally. For example, one virtual technician can monitor an entire fleet rather than onsite staff monitoring at each location.

With the partnership between SATO and SOTI and the deep integration of the systems, both cloud-based or onsite, we have shaped an enhanced and automated environment for your operations to create seamless monitoring of business-critical components including label printers, for today's fast-paced world.

**If you would like more information on SATO, or its suite of safety solutions, please contact your local sales representative who will be happy to help**

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