Consumer Goods companies create a good share of revenue with Point of Sale machines like vending machines, water coolers and coffee machines. But how can we get the best performance out of these assets?

The key challenge is ensuring the full efficiency of each installed machine: Is it at a high potential location, or could it be placed better? Is it working properly to offer products in an optimal condition? Is there a way to improve service or maintenance?

Accenture’s Internet of Things Point of Sale Machine Application is the solution to tackle all these tasks, developed leveraging the latest SAP technologies.

This is how it works: We equipped the machines with smart meters, like GPS, temperature or pressure sensors, to collect their key figures in real time.

To aggregate and analyze the data, we built the IoT PoS Machine application on the SAP HANA Cloud platform, enabling to better understand the use of the machines and execute operational tasks based on the analysis.

This for instance allows precise, usage-based replenishment of each machine, or significantly increasing the efficiency of the assets maintenance by providing all necessary information before actually inspecting the machine.

Let’s take a closer look at these capabilities. Meet Brian. He’s a sales field service agent.

On the map on the welcome page, he can retrieve the current location of the machines he looks after. He can filter the types of machines displayed and refine his search by selecting a dedicated area.

Here’s a machine identified with a red status. Brian can see the equipment name, current GPS location, the address and that the machine has three issues. To get more information, he can have a full overview of the machine.

The three top tiles show the status. The first alert is on the machine’s location that can be deeper analyzed. The machine is not in the place where it was installed. By setting the satellite mode, Brian can see that the asset is in the same building, but not in the right place.

The 3 lower tiles provide data about the machine’s usage, showing the top selling product, the number of sold items per day and the amount of cash currently stored in the machine. Checking the supplies tab, Brian has access to the levels of available supplies in the machine. Based on products sold during past periods, machine localization, and current level of supplies, the agent is able to refill the machine and anticipate the supplies replenishment.

Now let’s have a look at how the IoT POS Machine Application can help improve the efficiency of the assets maintenance. This is John. He is a technician.

Using the map, John identifies assets that require maintenance in his sector. Based on the indicators, he is able to prepare and optimize his roundtrip between emergency and continuous maintenance operations.

By selecting an indicator, he gains real time access to the respective machine’s information, providing an overview of the issues categories and access to more detailed information.

Here, the lower three tiles show the relevant information for him, like pressure and environment temperature, plus a link to the technical documentation of the equipment.

Focusing on the temperature tile, John sees it is unusually high. The machine cannot operate in an environment with temperatures above 89 degrees Fahrenheit. By clicking on the tile, he can update the environment temperature and follow how it evolves.

Through the maintenance tab, the technician has access to the full list of tasks he needs to perform on this machine. He can also retrieve the maintenance order from the back end system, providing detailed instructions and the spare parts needed. The application also tracks the execution of the single tasks.

The Accenture IoT Internet of Things Point of Sale Machine Application – bringing the latest SAP technology to the field to get the best performance out of POS machines.