Customer Success Story

"Thanks to Etherios and The Social Machine®, we have stepped up our game to provide additional solution offerings that solve our customers' end-to-end needs while creating new revenue streams for ATEK."

- Sherri McDaniel, president of ATEK Access Technologies, LCC

ATEK's **Complete** M2M Solution

1. Connect
Remote Sites and Equipment on Widely Deployed Solutions

2. Control
Manage Health and Connectivity of Devices at Customer Locations in Real-time

3. Engage
Send Proactive Alerts to Customers and Engage Channel in New Ways

DEVICE CLOUD
by ETHERIOS

THE SOCIAL MACHINE

salesforce service cloud

Etherios, a division of Digi International and a Platinum Cloud Alliance Partner to salesforce.com, is the industry leader in **Connected Product** solutions.

To get started, sign up for your free 30-day trial at **www.etherios.com/signup** or call 1-877-434-4439.

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ETHERIOS
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Connected Product Success Story:

ATEK Tank Monitoring Solution powered by The Social Machine®

About ATEK Access Technologies, LLC and TankScan™:

ATEK Access Technologies, LLC is the preferred business partner for industrial Sensing, Security, and Safety systems. One of ATEK's products, TankScan™, is the technology leader in remote tank level monitoring systems. TankScan™ provides returns to its users by giving them access to data they need to make informed decisions, allowing them to optimize operations and business practices.

ATEK's Business Challenge:

While the data collected by TankScan™ is valuable, ATEK customers wanted and needed a more robust solution. ATEK was looking for a way to provide a differentiated service to their customers and wanted a comprehensive solution for proactive inventory management and increased asset up-time.

The challenge for ATEK was to provide this solution in an efficient manner and remain scalable to tens-of-thousands of assets.

The Social Machine® Solution:

To address their challenge, ATEK implemented a complete end-to-end M2M solution with Etherios: ATEK uses TankScan™ to measure liquid levels in remote tanks, wirelessly connects those tanks with Digi hardware gateways, collects and controls the data in the Device Cloud by Etherios®, and integrates the critical information into its business processes on the Salesforce platform via The Social Machine®.

By turning its TankScan™ product into a social machine, ATEK engages with customers in an entirely new way and provides critical predictive and preventative service information about every remote tank. Tanks now engage directly with ATEK's business processes and provide relevant information to service technicians faster. Not only can technicians deploy the right solution more efficiently, but issues can be prevented altogether through predictive analytics and adoption of a preventative service model.

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