

## USER STORY

# Supermarket Chain Tracks IoT Performance

## Supermarket Chain Wants to Track Their IoT Performance Across Their Locations

- ▶ The largest grocery chain in their region.
- ▶ 45 retail locations with over 6,500 staff.
- ▶ Hundreds of retail IOT devices in each location.

### The Challenge

- ▶ The retail system needs continuous network connectivity to allow for weighing and pricing of produce.
- ▶ The customer wanted to measure service levels from 2 competing IoT digital scale providers.
- ▶ They needed a solution that could monitor the entire service health and pinpoint any service issues.

### The Solution

Opmantek implemented a solution to provide a full service view of the network components and applications.

The customer was able to analyse and report on the uptime and health of the digital scales.

### The Results



The customer was able to monitor and compare the performance of their suppliers and choose the provider that suited their needs most.



They gained a full service view of their network, including all application dependencies and performance.



Reduction in the downtime of digital scales POS systems