Delight customers while lowering costs

Deliver more value with Automated Consumable Replenishment

Customers running low — **Delivery scheduling** — **Route planning** — **Customer usage profiles**

Knowing when a customer will need replenishment of your product is often based on best guessing consumption rates and levels. But what if your best guess leaves your customer without?

Fallout from disgruntled customers who are left waiting is a common occurrence. More importantly, so is customer attrition – those customers who decide to leave you after being left without, one too many times. Your customers will be delighted that replenishment is automatic and completed before they even become aware that they're running low.

Seamless Supply For your customer, seamless supply means an uninterrupted service of replenishment, exactly when it is needed, with none of the consequences of a "run-to-empty" scenario. Customers perceive your company as providing far greater value than competitors as they simply "don't have to lift a finger", it just works.

Minimum inventory For you, accurate forecasting of your customers needs and pre-emptive replenishment means:

- No capital tied up in bloated inventory
- Lower costs of warehouse storage
- Leaner, more agile supply operations

The new gold standard in customer service Define's IIoT solution integrates with your ERP and CRM software so when a customer is running low: your service team are alerted, your customer's replenishment needs are identified, and a delivery is scheduled and likely dispatched before your customer even knows to make a replenishment request.

Define INSTRUMENTS

One connected solution Define Instruments Automated Consumable Replenishment solution uses innovative IIoT sensors, machine learning algorithms and status visualization to monitor consumable consumption rates.

Automatically reordering supplies such as process water, detergent, disinfectant, lubricants, agrichemicals, fuels and gases when required.

Define's plug-in modular automation solution easily adapts existing commercial installations and appliances and does not require new process equipment to be purchased.

Commercial appliance manufacturers are able to easily incorporate the Define IIoT system into their offerings, while maintaining the freedom to choose partners for consumable fulfillment, delivery and payment.

Commercial Laundry Care industry example

Define Instruments IIoT Automated consumable replenishment system saves customers valuable time on ordering laundry detergent, water softener and fabric treatment supplies.

The Define IIoT platform, cloud interface and data-driven analytics allows laundry customers and consumable suppliers to understand and analyze their consumption patterns.

Define Instruments IIoT automates reordering of consumables ensuring uninterrupted operation and service performance.

Mosquito control example for the hospitality industry

Automating Mosquito control by controlling the delivery spray installations Define IIoT automated delivery and replenishment system delivers mosquito control on demand or on a timed sequence.

Mosquito control chemical consumption and spray delivery system performance is continuously monitored by Define IIoT sensors ensuring that guests enjoy a reliable and mosquito-free outdoor social environment.

Operational oversight

Collect operational data from every machine for deeper insights into the workings of your business

Harness meaningful data

Identify dead spots, inefficiencies, and untapped opportunities in your value chain

Predict and plan

With data insights you can achieve greater productivity, planning and growth.

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