Case Study AXONIZE ISS

How ISS is Revolutionizing Facility Management Services with IoT

Engaging, inspiring and innovating user experiences across all customer sites with out-of-the-box IoT business services.

Executive Summary

ISS, a leading global provider of facility management services based in Germany, is aiming to increase its growth, asset optimisation, market differentiation, service efficiency and user experience by implementing innovative solutions to their provided services utilizing Axonize's IoT platform.

The Company

ISS is a leading global provider of facility services, offering various services on an international scale with leveraged knowledge and experience. With more than 530,000 employees and local operations managing 35,000 buildings worldwide, they provide solutions that address the specific needs of their customers, providing them with extensive added value.

The Challenge

Due to the fact that ISS Group's customers' demands, expectations and behaviors are constantly changing, they must enable innovative, reliable and best-practice services across all customer sites.

They needed out-of-the-box, IoT functions, including monitoring individual's activity in rooms, usage of work desks, opening and closing of doors and windows and the measuring of comfort parameters, i.e. humidity, temperature, CO2-concentration, loudness and luminosity to transform their facilities into smart buildings.

ISS Group was looking for new IoT business services with the intention of saving money and reducing operational costs as well as engaging, inspiring and improving the overall user experiences, people behavior and site improvements.

The Solution

Revolutionizing the 35,000 buildings they manage into smart buildings, using the Axonize IoT platform was the out-of-the-box solution ISS was looking for. Managing, analyzing, and storing the data in one, centralized location with the ability to present reports to users on a customized dashboard reduced operational costs, improved efficiency and will increase ROI in the long run.

The IoT platform also provided benefits such as:

- Improving the way sites are managed, the user experience and meeting the needs of their customers with the customized dashboard.
- Providing a deeper understanding of people behaviour through reports and analytics.
- Predicting certain building maintenance areas using charts and widgets.
- A shared IoT platform that the ISS Group can deploy as a service to selected countries, while offering IoT services to identified customers and commercial bids.

- Help consolidate or decommission existing shadow IoT services into the new shared IoT platform.
- A framework within the shared platform that governs how IoT and digital solutions are delivered across ISS Global.
- Cloud-to-cloud integration
- Support of an extensive number of sensors and gateways

Why Axonize?

Axonize's IoT platform was chosen to partner with ISS for a number of reasons, including cloud-based, easy-to-use, flexible, highly scalable and business-focusing IoT solutions.

How data was presented to users was a very important element for ISS. The multi-tenant hierarchy allows accessing all customer devices from one place while keeping data segregation between the customers. And the master application dashboard can hold all ISS devices deployed in various customer locations while widgets aggregate data from several devices or present raw data.

The location of each smart building device can be presented on a customer floor plan diagram inside the dashboard, while customization of device icon and color can be configured according to device sensor data for intuitive overview of the device's state. The latest sensor data of a device is also available in the device's overview pane, including charts and forecasting features.

In addition, automated alerts and notifications were integral additions of the IoT platform. As part of the interactive configuration rules, the platform supports the configuration of actions which are performed as soon a condition on the incoming stream of sensor data becomes true.

The Axonize platform also supports a wide range of out-of-the-box LoRaWAN sensors covering motion, temperature, humidity, luminosity, sound, CO2, presence and door/windows opening and closure, as well as allowing for new sensor types to be added with configuration, which is exactly what ISS needed for transforming their facilities into smart buildings.

Some of our other customers