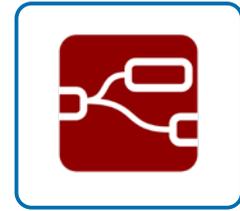# Ask These Questions
DAKS-IoT

While 90% of all installed devices today are intelligent and collect data, the majority of all valuable information still ends up in data silos rather than with responsible decision makers. While some data only needs to be accessible on demand, many operations require that urgent information triggers an appropriate response and reaches a responsible person timely and securely.

Such is the case when high costs are imminent in industrial settings, when sensitive data is involved in healthcare, or when there is an impending health hazard in utilities. The usual email or SMS from IoT workflows is not sufficient here; rather, the collected data must be upgraded and reliably reach the right person in charge, together with an understandable request for action. This becomes possible – with DAKS-IoT.

Industry	Healthcare	Utilities	Public Sector
Monitor Plant Health	**Monitor Patients Remotely**	**Monitor Radiation / Emissions**	**Severe Weather and Crisis Prevention**
Condition Monitoring detects critical conditions in production plants	devices like wearable heart monitors transmit vital parameters even when the patient has left the hospital	measure radiation in nuclear power plants or exhaust gases from factories	forward measured data from monitoring systems to decision-makers, coordinate relief forces

communication needs

report malfunctions and data for maintenance planning	exceeding limit values, reporting deviations from movement patterns to responsible medical professionals	report leak warnings, respond to elevated air levels	launch crisis conference, deploy relief forces
High urgency – high risk of costs!	High urgency – high risk of costs! / Sensitive data!	High urgency – health hazard!	High urgency – disaster risk!
reduces downtime and maintenance costs, increases productivity	increases patient safety and medical care quality	increases safety, increases citizen satisfaction, improves image	support in decision making, increases safety of the population

customer benefits

DAKS

... it's all about **responsibility!**

Use the following questions to determine whether the communication part of your IoT processes should be optimized with DAKS-IoT.

1. **How urgently does someone need to know about the IoT notification?**

   ☐ Immediate action required → Email / SMS not sufficient. Please optimize communication with DAKS-IoT.

   ☐ Medium-term need for action → Email / SMS may be sufficient. However, optimization using DAKS-IoT can assist in prioritizing and processing multiple incoming messages.

   ☐ No need for action → No optimization necessary.

2. **How is it ensured that a person responsible for the IoT notification is reached in a timely manner?**

   ☐ No process established to ensure accessibility → Please optimize communication with DAKS-IoT.

   ☐ Accessibility is tracked by manual processes, e.g. repeated manual phone calls → Optimization using DAKS-IoT saves time and effort and reduces human errors.

   ☐ Accessibility is already tracked automatically → No optimization necessary.

3. **How is it ensured that an urgent IoT notification is perceived by the recipient in a timely manner?**

   ☐ Perception/awareness of the recipient is not checked/traced → Please optimize communication with DAKS-IoT.

   ☐ Perception/awareness of the recipient is checked/traced by personal inquiry → Automation/digitization of your communication processes with DAKS-IoT saves time and effort and reduces human errors.

   ☐ Perception/awareness of the recipient is already checked/traced automatically → No optimization necessary.

4. **How many responsible persons / roles / units are involved in this IoT case?**

   ☐ Two or more people → DAKS-IoT helps with task distribution, coordination and effective collaboration between all people involved, e.g. through automated conferences.

   ☐ Only one person → No optimization needed for effective collaboration. DAKS-IoT can still help to ensure that this person is reached or that the message is forwarded to colleagues or superiors in case of absence.

5. **How can those responsible know if an IoT notification has been responded to in a timely and appropriate manner?**

   ☐ No feedback process to initiator and responsible parties set up → Please optimize communication with DAKS-IoT..

   ☐ Personal verification required → The automation/digitization of your communication processes with DAKS-IoT supports those responsible. In addition, the detailed log helps to track, evaluate and optimize processes.

   ☐ An automated feedback process to the initiator is already set up → No optimization necessary.

If you have identified a need for optimization in at least one point, DAKS-IoT is the right solution for you.