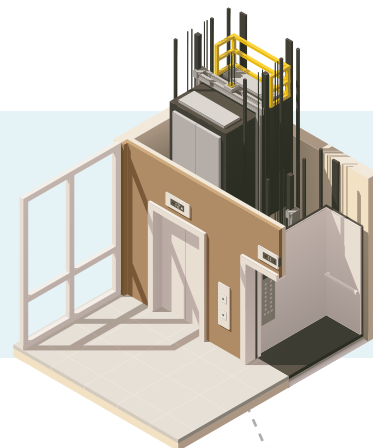# ELEVATOR MONITORING WITH DIGI IX20 ROUTERS

## Predictive Maintenance for Elevator Operations

With elevators installed in hundreds of thousands of buildings across America, reliability is of paramount concern to all elevator operators. Tens of thousands of field professionals work on the front lines to ensure that elevators remain operational – and safe – every day. Elevator manufacturers have invested heavily to develop IoT platforms to provide greater maintenance life-cycle transparency for clients and technicians alike.

## Business Needs | Fast and Reliable Data Connectivity

Elevator manufactures need connected solutions that personalize the service experience with real-time updates, transparent information sharing, proactive communication tools, and predictive maintenance insights. These solutions need to combine cloud technology, machine learning, and more to provide users with information and predictive maintenance insights. This IoT data can be gathered directly from elevator machinery via smart sensor technology. Elevator manufacturers like Otis developed such a solution, but still needed a way for all the data their systems collect on a daily basis to travel wirelessly to their data centers for real-time viewing within their cloud-based application- the Otis ONE.

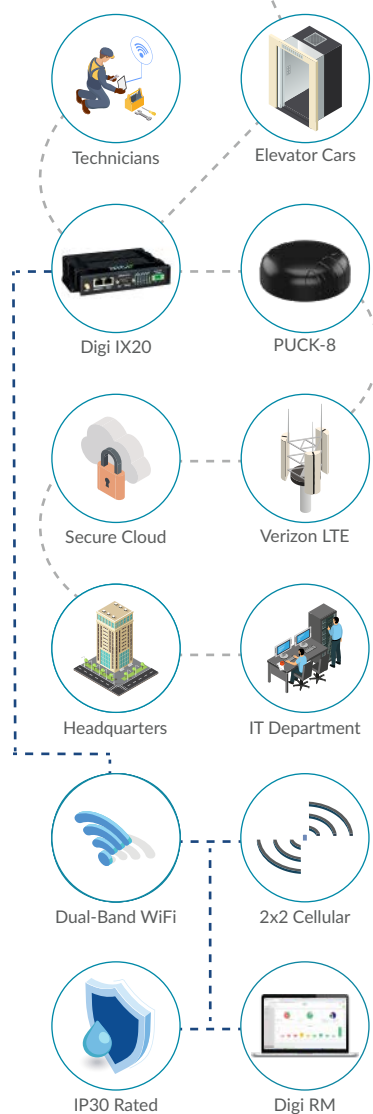## Solution Overview | Tough-Built Cellular IoT Routers and Antennas

Originally, Otis deployed Digi WR21 cellular routers to enable the connectivity they needed for their data communications within each elevator. Today, we recommend the Digi IX20 for such applications. While both routers feature software-selectable multi-carrier options and regional LTE variants that ensure the broadest coverage, the Digi IX20 utilizes a modular modem- the Digi CORE® - which makes it extremely easy to upgrade as newer and faster 5G technologies become available. It also has options that include dual-band Wi-Fi, which opens up users to even more applications- such as connecting to wireless sensors, and allowing engineering techs the ability to connect while performing repairs. And when paired with Poynting 3-in-1 PUCK-8 Antennas, the IX20's signal strength gets a serious boost.

## Benefits Observed | Improved Field Service Efficiency and Product Safety

The Otis ONE digital platform enables a personalized service experience through real-time updates, transparent information sharing, proactive communication tools, and predictive maintenance insights. Their systems carefully monitor all of the mechanical, electrical, and electronic components of the elevator while tracking factors that can predict the need for maintenance before operational issues arise. Customers and technicians can get the data they need to minimize downtime and help ensure proper and safe operation. Digi routers available from the team at USAT make these things possible.

## Our Team | Device Provisioning, Activation, and Installation Services

For over 25 years USAT has provided expert mobile and remote IoT connectivity solutions for field service operations nationwide. We provide top-tier support for every aspect of your business-critical fixed and mobile communication projects. The solutions engineers we employ configure, provision, kit, and ship all your devices hot and ready for immediate use. And when you utilize our install services, our technicians ensure each device is functioning securely, reliably, and at peak performance on ultra-fast network carriers like Verizon.

| IoT Routers: | Router Software: | IoT Antenna: | Carrier Network: |
|:---:|:---:|:---:|:---:|
| **WR21 \| IX20** | **Digi RM®** | **PUCK-8** | **Verizon** |

Technicians · Elevator Cars · Digi IX20 · PUCK-8 · Secure Cloud · Verizon LTE · Headquarters · IT Department · Dual-Band WiFi · 2x2 Cellular · IP30 Rated · Digi RM

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