

Parker Mobile IoT

Mobile Equipment OEM
Stays Connected with
Mobile IoT Technology



The Challenge

A major manufacturer and international distributor of mobile equipment was looking for a strong competitive edge to win and sustain the loyalty of customers demanding solutions that are both tough and smart.

More specifically, this OEM needed to:

- Improve time-to-service
- Leverage its IT capabilities across all hydraulics-related functions
- Improve information management and achieve a return on their initial investment within two years



The Parker Approach

Building an IoT platform in-house can be costly for an OEM or fleet management company and can take years to develop. By working directly with Parker, OEMs and fleet managers benefit from comprehensive technology integration and data analytics expertise, enabling them to develop more customer-responsive equipment designs without the costs and risks associated with an in-house build-out.

Parker's Mobile IoT solution offers advanced telematics with over-the-air (OTA) updates and remote diagnosis, providing every team within the organization a distinct competitive advantage:

- For development engineers, access to vehicle-function data informs this team's ongoing product line improvements while inspiring next-generation equipment.
- For the service group, continual access to real-time updates increases support and parts delivered, facilitating proactive maintenance and extending vehicle life for the fleet managers they serve.
- For the OEM's sales and marketing team, data on how customers are actually using their equipment enables highly targeted customer support and cross-selling.
- For purchasing and supply chain, access to trending data facilitates the management of planned and predictive maintenance, streamlines forecasting and inventory costs and reduces unanticipated downtime.
- For IT managers, the Parker solution's secure, plug-and-play solution with an intuitive interface and OTA software updates reduces system installation and management time.

OEMs worldwide recognize Parker as the leader in hydraulic motion and control technology. This particular OEM achieved the competitive edge it was seeking through a Parker Mobile IoT solution that ensured ease of use, customized features, real-time remote diagnostics and OTA updates.



ENGINEERING YOUR SUCCESS.

Customer Outcomes

“Our time to service customers is reduced because of the access to data and because of our ability to respond to over-the-air updates and other features the Parker IQAN connect system brings... Using that information is going to save us time and money in developing products for the future.”

Director of Engineering

“It’s a game-changing amount of information we never had access to before... Our customers really like it. It gives them the ability to

troubleshoot most codes on the truck without the need for a service tech... A good fleet manager can really use this data to effect the bottom line of his company.”

Product Manager

“Now we can proactively monitor the well-being of our trucks... Our customers can immediately feel the impact. It’s just a feeling of security to have someone watching out for them.”

Distribution and Service Partner

“The fact that the over-the-air updates are integrated into our IQAN control system might have been one of the most important reasons we chose to work with Parker. That feature in itself is not offered by anyone else. If we had gotten an off-the-shelf solution ...over-the-air updates would not have been possible.”

Director of Engineering

