



Daikin

Redefining data transfers for its Internet of Things

“ Data transfers for our remote energy consumption monitoring system are a major issue for our customers. We must ensure they are secure to build trust with our partner companies. ”

Christophe Thomas
Business Solution Manager
Daikin

Highlights

- Japanese air conditioning and heating company founded in 1924
- 80 million production sites worldwide
- Sales in 140 countries
- 300 million dollars invested in research and innovation



**Business
Services**



Issues and challenges

Daikin is getting fully involved in the Internet of Things. The manufacturer has developed a solution called I Net that enables companies to remotely monitor their heating or air conditioning performance. Customers receive information by email, which can be used to predict spikes in consumption or malfunctions, and receive alerts if there are any problems. But Daikin wants to increase the use of this system. Up until now, many potential customers refused to let the manufacturer connect to their Internet networks. Their worries? That adding a new system would affect security and weigh on the capacity of the company's network, slowing it down.

The objective

Find a new way of transferring data collected by I Net without using the customer's Internet network, to reassure its customers and encourage the signature of new contracts.

The benefits

Quick and secure connection

- The connection set up by Orange Business Services no longer relies on a company's Internet network. It is also faster and more secure

Satisfied customers

- Customers who were wary of adding the remote energy consumption monitoring system to their networks are reassured and they are more likely to trust the system

Faster contract negotiations

- Consequence of surmounting the barrier: negotiations are easier for Daikin. Added benefit: potential customers are won over more quickly

The Orange Business Services solution

Daikin asked Orange Business Services to install 3G routers linked to a monthly subscription system to manage the 3G Internet connection. A machine-to-machine (M2M) solution that directly transfers data from the heating or air conditioning device to the customer's inbox and, ultimately, to a dedicated application:

- Connection of all the energy performance measurement tools
- Collected data transferred directly from one device to the other
- Use of an Internet network independent of the customer's network

The results

- Needs quickly identified
- Implementation in less than three months
- Great network coverage

“ We chose Orange because the company has been historically associated with Daikin, especially for our mobile phones fleet. Our choice was essentially based on the relationship and the trust that has been built between us. Orange Business Services helped us to precisely identify our needs and was able to meet them very quickly. ”

For more information about Orange Business Services, visit www.orange-business.com

For more information about Daikin, visit www.daikin.com



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