

Device Insight Partnership with Eseye Speeds-Up Time-to-Market for Connected Retail Vending Providers

Partnership will deliver connected retail solutions for organisations, utilising Device Insight's IoT operations and vending services solution and Eseye's AnyNet Connectivity Platform.

Munich, Germany / Guildford, UK – March 30, 2021 – Leading IoT platform solution provider, Device Insight, has announced a technology partnership with global IoT connectivity specialist, Eseye, that will deliver connected technology capabilities through a single solution, powered by Device Insight's IoT operations and vending services solution and Eseye's AnyNet Connectivity Platform.

The partnership will see Device Insight develop the components and features of the IoT platform, while Eseye provides the necessary connectivity infrastructure within flexible, reliable and scalable solutions for a variety of sectors and use cases. This builds upon the success of Device Insight's and Eseye's joint customer, Costa Coffee's Express connected retail vending solution, powered by both organisations.

Combined know-how for IoT-based smart vending

Eseye will utilise its device expertise and multi-IMSI roaming, eUICC compliant AnyNet + SIM to provide near-ubiquitous managed cellular connectivity, as well as ongoing 24/7 technical support, to ensure that intelligently connected machines are able to provide a reliable service to consumers.

Device Insight's IoT framework unites global IoT devices – connected by Eseye – through platform services that include data acquisition and analysis, visualisation, reporting, condition monitoring and alerts, and remote service and device management. Device Insight combines ready-made IoT building blocks, system integration and software development into customizable, flexible and scalable IoT solutions.

Paul Marshall, Chief Customer Officer of Eseye, comments: "IoT-based smart vending offers enormous opportunities for manufacturers and operators. The combination of Eseye and Device Insight's market-leading platforms and technology offers the perfect solution for retail vending machine manufacturers to rapidly enter the market with a turnkey solution."

Number of connected vending machines will rise to nine million by 2024

According to Berg Insight, connected retail vending is a rapid growth area, with the number of connected vending machines forecast to reach nearly nine million by 2024. Coupled with the swift introduction of retail solutions that do not require human interaction, due to COVID-19, vending machine manufacturers and service providers are looking to IoT to drive benefits such as higher asset utilisation ratios, operational cost reductions, and secure and reliable automated card or mobile phone payments. They are also looking to reduce – or more accurately predict – site visits for repair and maintenance, as well as creating new revenue opportunities, and the ability to offer new services such as consumer personalisation and advertising.

Successful smart vending concepts entail high technological requirements

However, connecting a vending machine in retail presents a challenge because the machine manufacturers, or service providers, typically do not own the shop floor, nor do they have control over the wired and wireless communications infrastructure in which a machine is placed.

This in turn requires a significant effort in maintaining business critical connectivity for payments, telemetry data, and monitoring for ongoing maintenance and data security. To alleviate these efforts, many machine manufacturers opt for cellular connectivity as a means of ensuring reliable connectivity regardless of where a machine is located. But there remain challenges around mobile network selection and the need for continuous network availability.

This is where Eseye's technology enables commercial IoT devices, regardless of where they are located, to remain reliably connected on any network, eliminating the risk and associated costs of those devices being disconnected after deployment. Combined with Device Insight's many years of IoT expertise and proven track record in providing tailor-made IoT solutions both companies are able to offer a joint smart vending approach that guides companies from the planning and development of the solution architecture to deployment, roll-out and management of the solution.

Marten Schirge, Managing Director at Device Insight, adds: "In Eseye, we've found a partner that is equally passionate about building and delivering a best-of-breed IoT solution ecosystem and providing service excellence. We are looking forward to continuing to help organisations realise the benefits of successfully delivering smart retail vending solutions."

Paul Borrett, Systems and Data Director for Costa Express, at Costa Coffee, concludes: “Eseye and Device Insight’s technology has provided a holistic managed IoT platform and connectivity solution with a global footprint. As a result, we can continue to rapidly deploy our connected vending machines to deliver premium quality drinks worldwide, providing Costa Coffee with a real advantage as we continue to expand across international markets.”

Are you interested in specific smart vending use cases or in a discussion with our IoT experts? We are always at your service should you have any further queries.

Whitepaper “How to Become a Smart Vending Pioneer – Integrated IoT and Connectivity Solution for Intelligent Vending Machines” by Device Insight and Eseye: [Download](#)

About Device Insight:

Founded in 2003 in Munich, Device Insight GmbH is an IoT specialist, accompanying companies in their digitization in the fields of Internet of Things, Industry 4.0 and artificial intelligence. Based on a flexible IoT framework, Device Insight combines ready-to-use IoT building blocks and individual applications for customized IoT services. System integration based on common cloud providers and software development are combined to create tailored solutions that are both fast and scalable. Device Insight supports global networking of machines, vehicles, plants and devices and provides applications in the fields of data acquisition, condition monitoring, predictive maintenance, machine learning, industrial analytics and AIoT (Artificial Intelligence of Things). Device Insight is active in more than 15 countries, working together with large enterprises and mid-size customers from various sectors, including machinery and plant engineering, HVAC, commercial vehicles, vending, transport, energy as well as the Connected Home environment. Services range from business case analysis and implementation to secure IT operations. The company has been awarded “Internet of Things (I4.0 Leader Germany)” on numerous occasions by the ISG Provider Lens study. Since 2019, Device Insight has been a subsidiary of automation specialist KUKA AG.

Find out more at: www.device-insight.com

About Eseye:

Eseye empowers businesses to embrace IoT without limits. We help them to visualise the impossible and bring those solutions to life through innovative IoT cellular connectivity solutions that enable our customers to drive up business value, deploy differentiated experiences and disrupt their markets.

Our pioneering IoT cellular connectivity solutions, versatile hardware, technical consultancy and round-the-clock support allows businesses to overcome the complexity of IoT design, development and deployment. We guide them every step of the way, so they can move forward with IoT projects without the fear of getting it wrong.

PRESS RELEASE

**DEVICE
INSIGHT**

eSEYE

Supported by our unique AnyNet Secure® SIM technology, Connectivity Management Platform and a powerful partner ecosystem, we help more than 2,000 customers to seamlessly connect millions of devices across 190 countries, agnostic to over 700 available global networks.

Find out more at: www.eseye.com

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