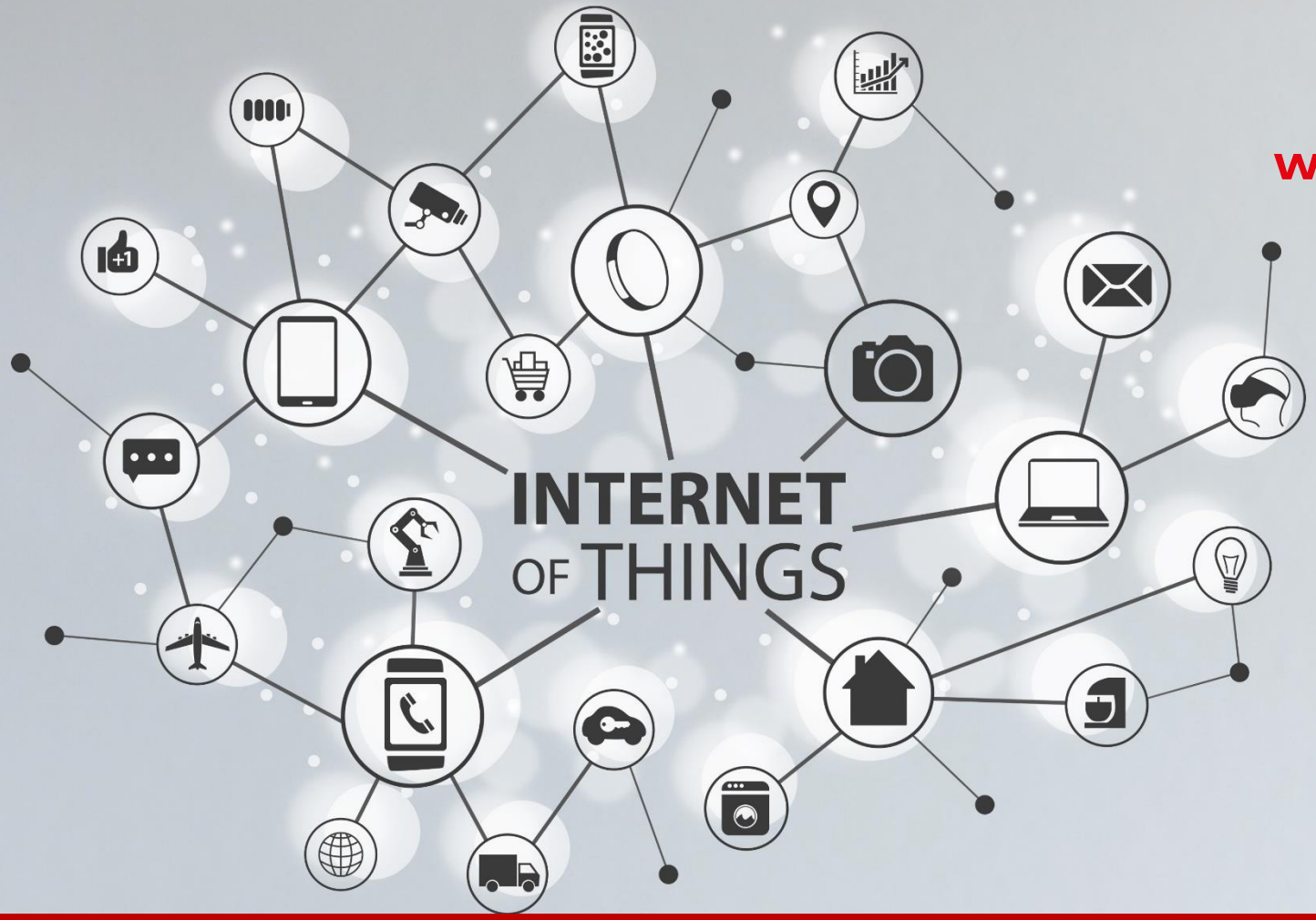


IoT (R)evolution

le nuove sfide dell´IT System Management in ambienti di Internet of Things e Industry 4.0

Nicola Degara - Würth Phoenix
Riccardo Rolando – Upgrade

About Würth Phoenix

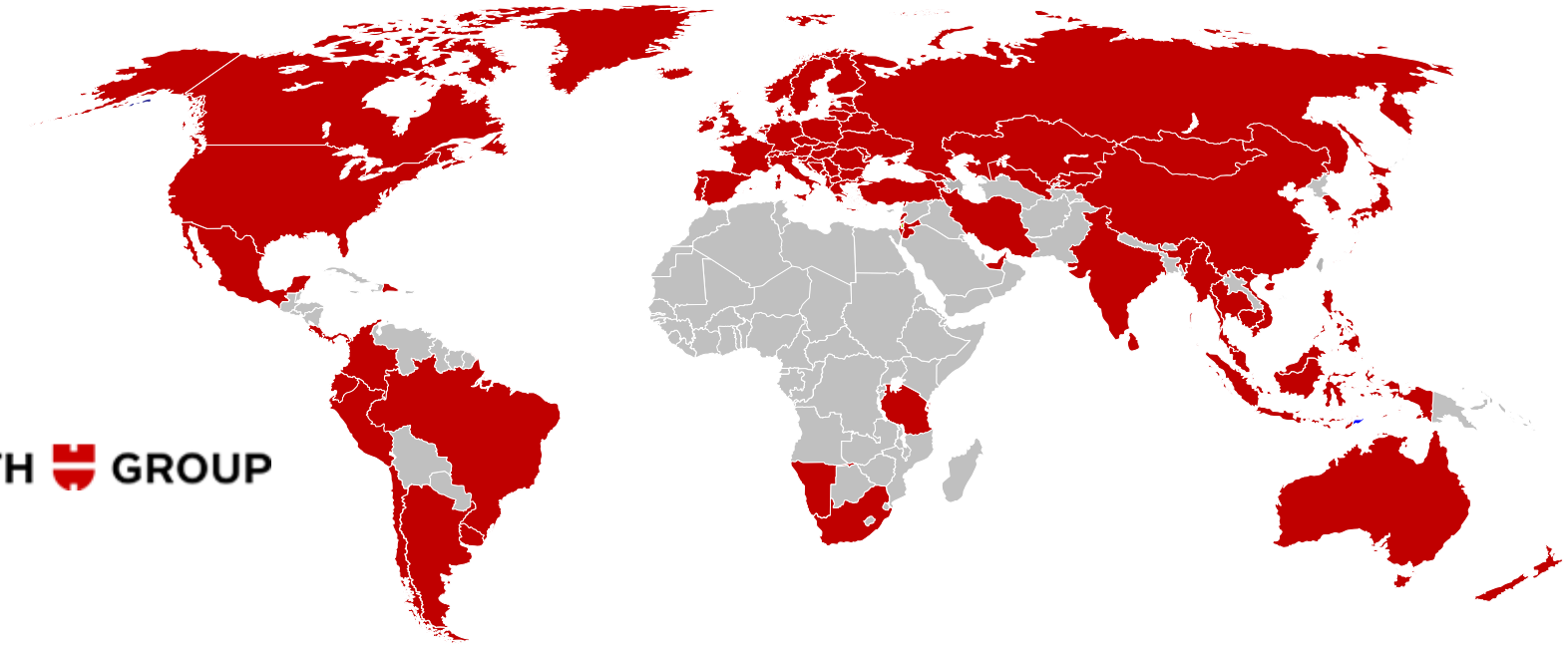
- IT and Consulting Company of the Würth-Group
- Headquarter in Italy, European-wide presence, more than 150 highly skilled employees
- International experience in Business Software and IT Management
- Core competencies in trading processes, wholesale distribution and logistics
- Microsoft Gold Certified Partner, ITIL certified, OTRS Preferred Partner

Facts & Figures

- More than 1.000 customers worldwide
- Over 15.000 ERP and CRM users
- 25.000 monitored hosts
- 4 offices in 3 countries
- HQ in Italy

We improve business productivity by delivering world class software solutions and a team of highly motivated and skilled IT experts

Belonging to the Würth Group



Facts & Figures Würth Group

- World market leader in trade in assembly and fastening material
- 430 companies in more than 80 countries
- 68.000 employees
- > 10 Bio. € turnover

International professional experience

We inspire our customers

IT Strategy **(R)**evolution

IT

was…
is…
will be…

a Vital Business Function

(R)evolution

a Business Enabler

NOW

a Business Supporter

PAST

Historical challenges

IT as a Business Supporter

IT as a business supporter

IT Monitoring

Network	SAN	Systems	Core Application	Database	Business Application

Warranty: Availability & Continuity

Utility: **Users' IT Service perception**

Value: Recognized only on failures…

Actual challenges

IT as a Business Enabler

System Performance Monitoring Measurement

Availability & Continuity

Performance

A measure of what is achieved or delivered by a System, Person, Team, Process or IT Service

Scalability

The measure of a service‘s ability to increase or decrease in performance and costs in the response to changes in throughput or demand

Reliability

A measure of how long an IT Service or other Configuration Item can perform its agreed function without interruptions

Efficiency

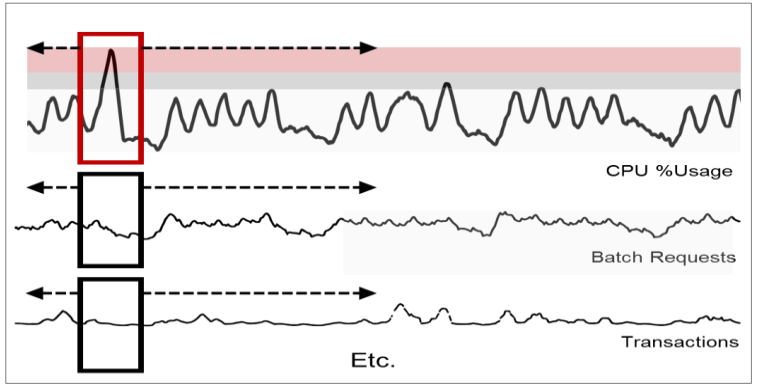
A measure whether the right amount of resources has been used to deliver a Process, Service or Activity

Performance Monitoring Holistic Approach

Network	SAN	Systems	Core Application	Database	Business Application

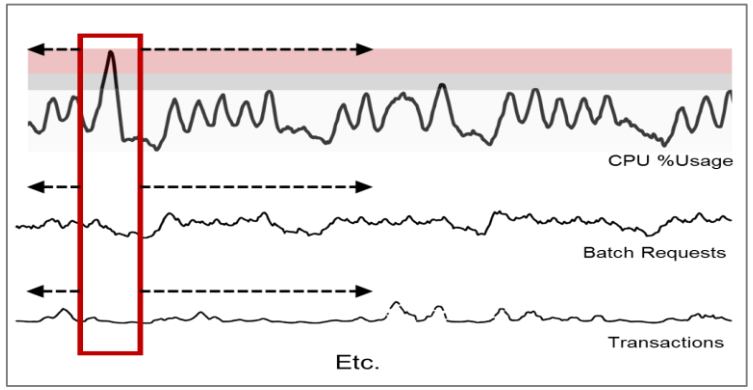
IT Service Component perfada – User Monitoring Experience

Data Analytics



Component based approach

Machine Learning

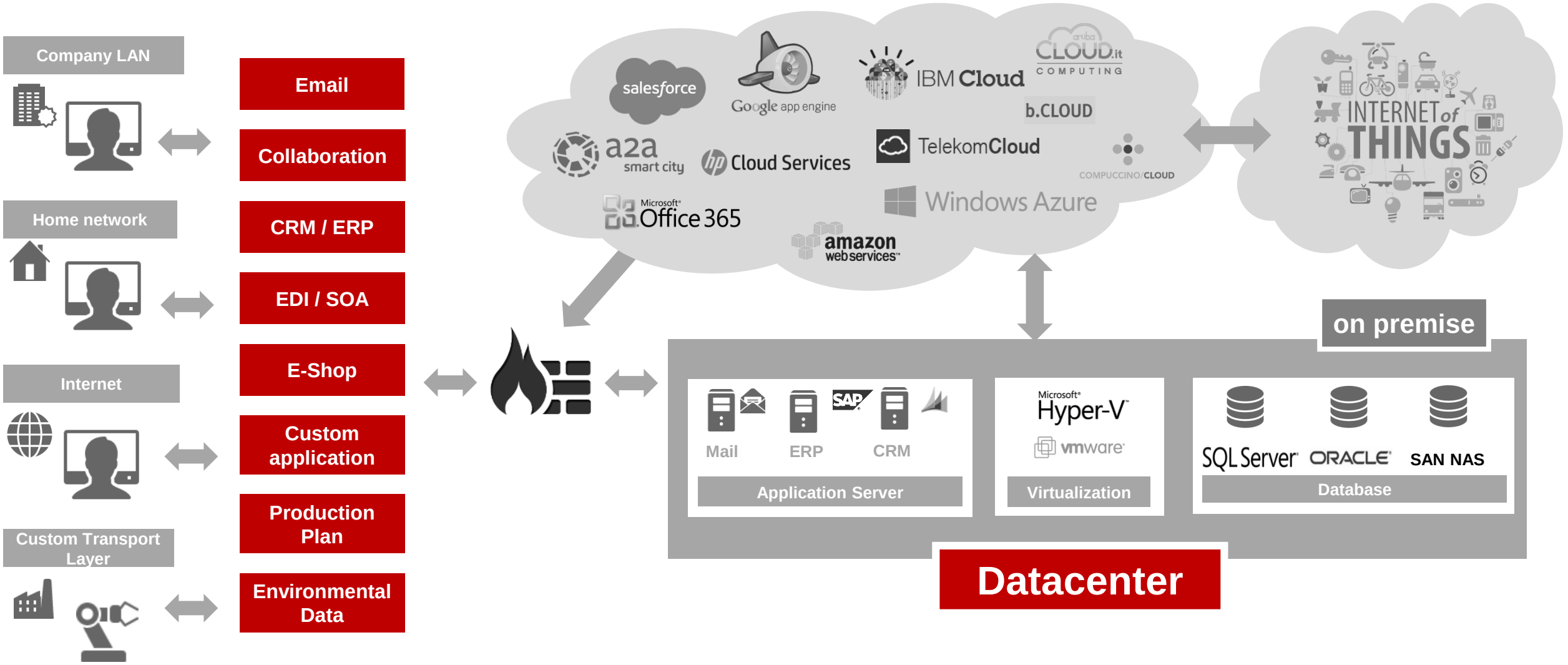


Service Holistic approach

(R)evolution challenges

IT as a Vital Business Function

The forthcoming IT Service architecture



WÜRTH PHOENIX

NetEye

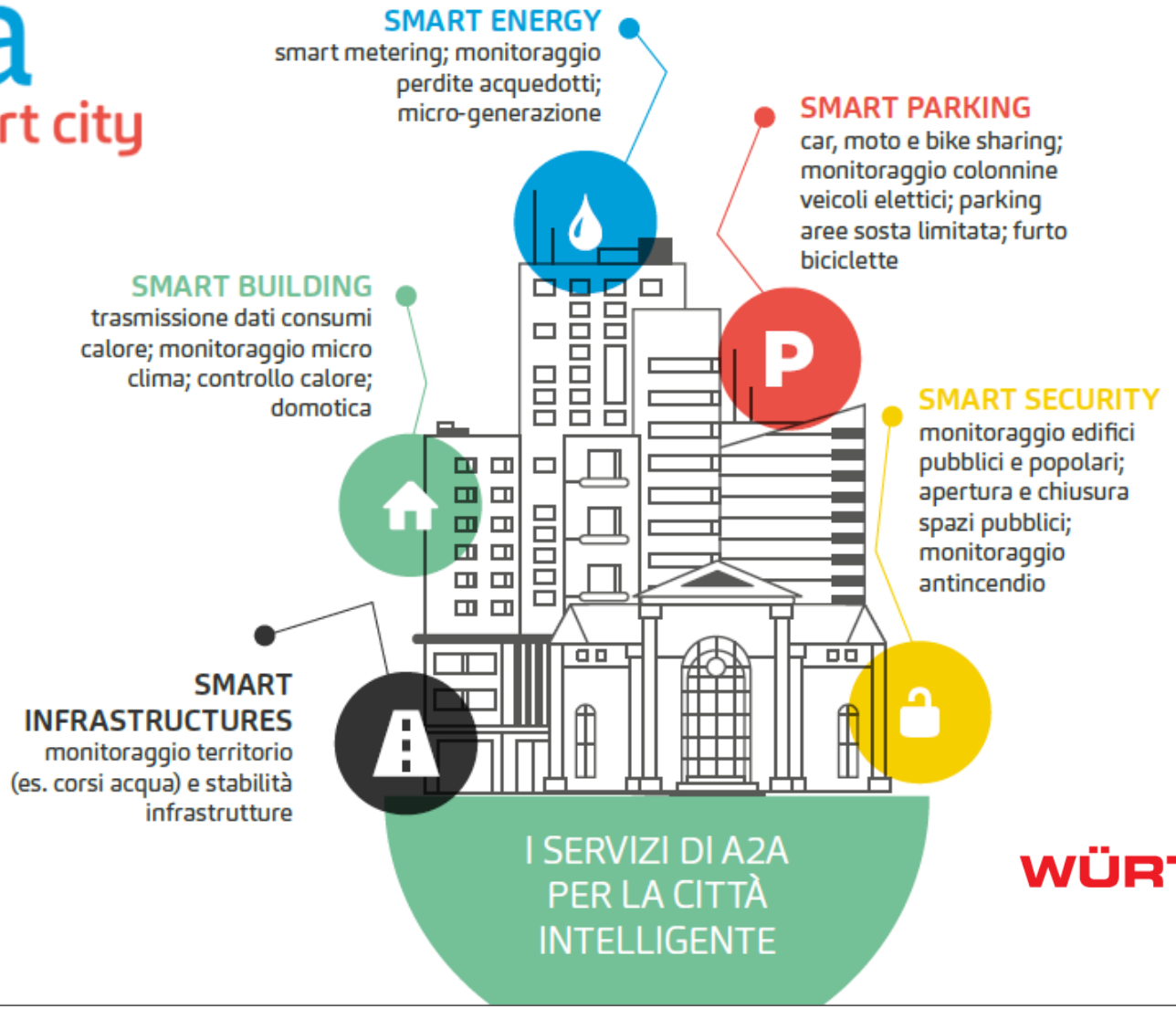
The Unified Monitoring solution

The Open Source IT System Management solution for the unified monitoring of your IT Services.

WÜRTHPHOENIX NetEye

Our answer to the IT Strategy (**R**)evolution.

Case Study: a2a smart city



WÜRTHPHOENIX NetEye

Case Study: NetEye IoT Data Collection

WÜRTHPHOENIX NetEye

DATA PRESENTATION & ANALYSIS

DATA COLLECTION & NORMALIZATION

INTERNET / MQTT

a2a smart city

LoRaWAN ™

DATA SHARING & USAGE

on Premise	on Cloud	Geographical
Datacenter	**Application**	**Production**

INTERNET of THINGS

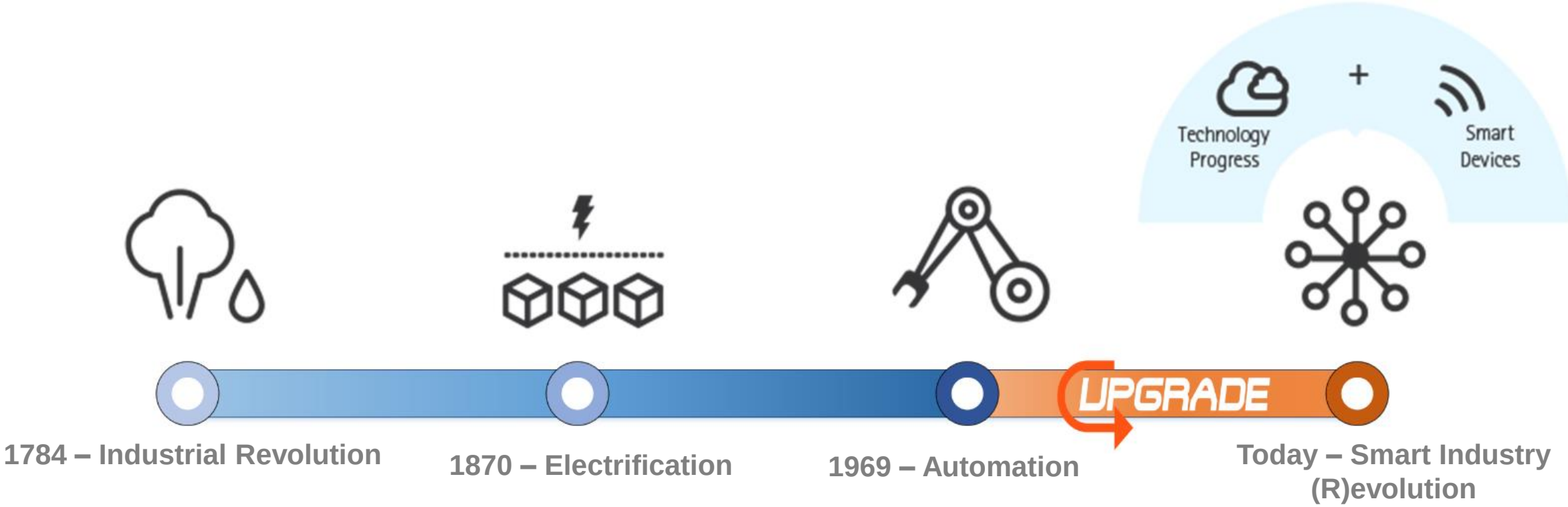
*LoRaWAN™ is a Low Power Wide Area Network (LPWAN) specification intended for wireless battery operated Things in a regional, national or global network
*MQTT is an ISO standard (ISO/IEC PRF 20922) publish-subscribe-based "lightweight" messaging protocol for use on top of the TCP/IP protocol.

Industry 4.0

Riccardo Rolando

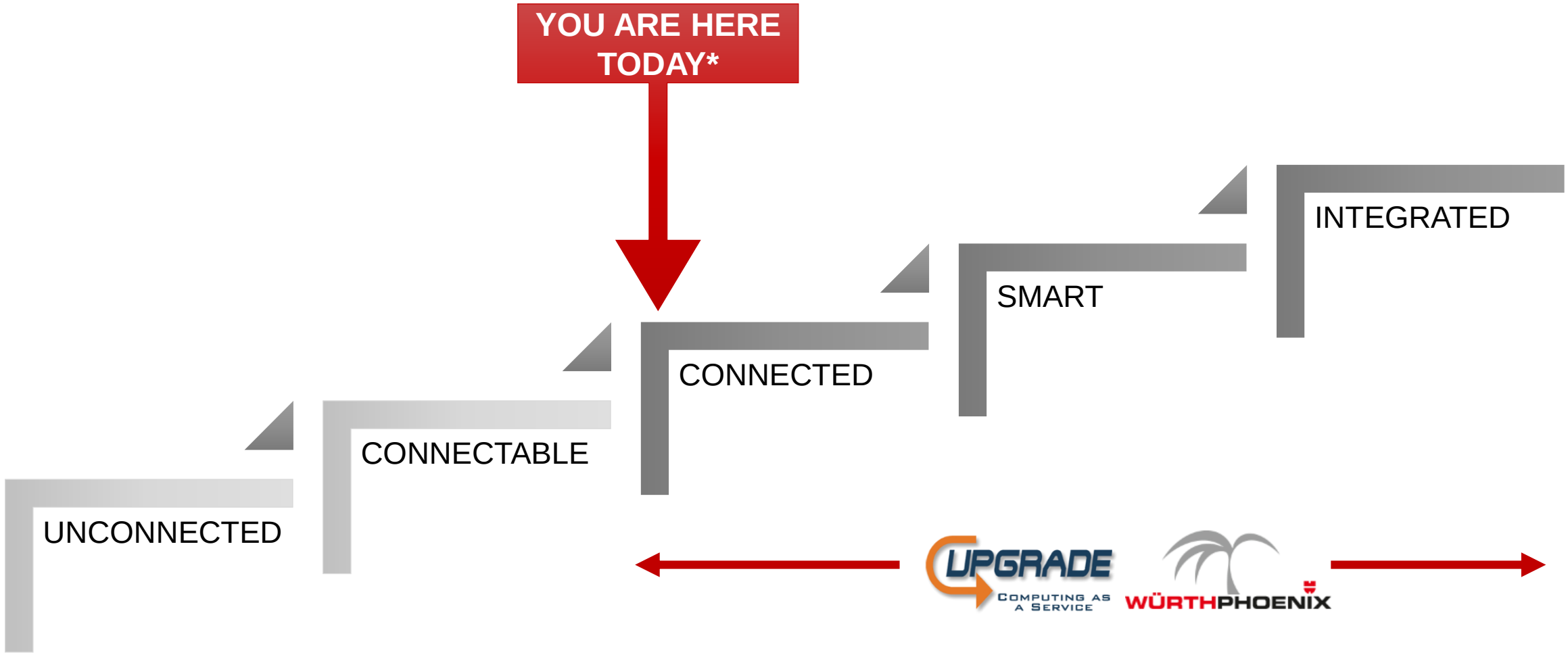
Our partner Upgrade

Upgrade as a partner in Industry 4.0 challanges

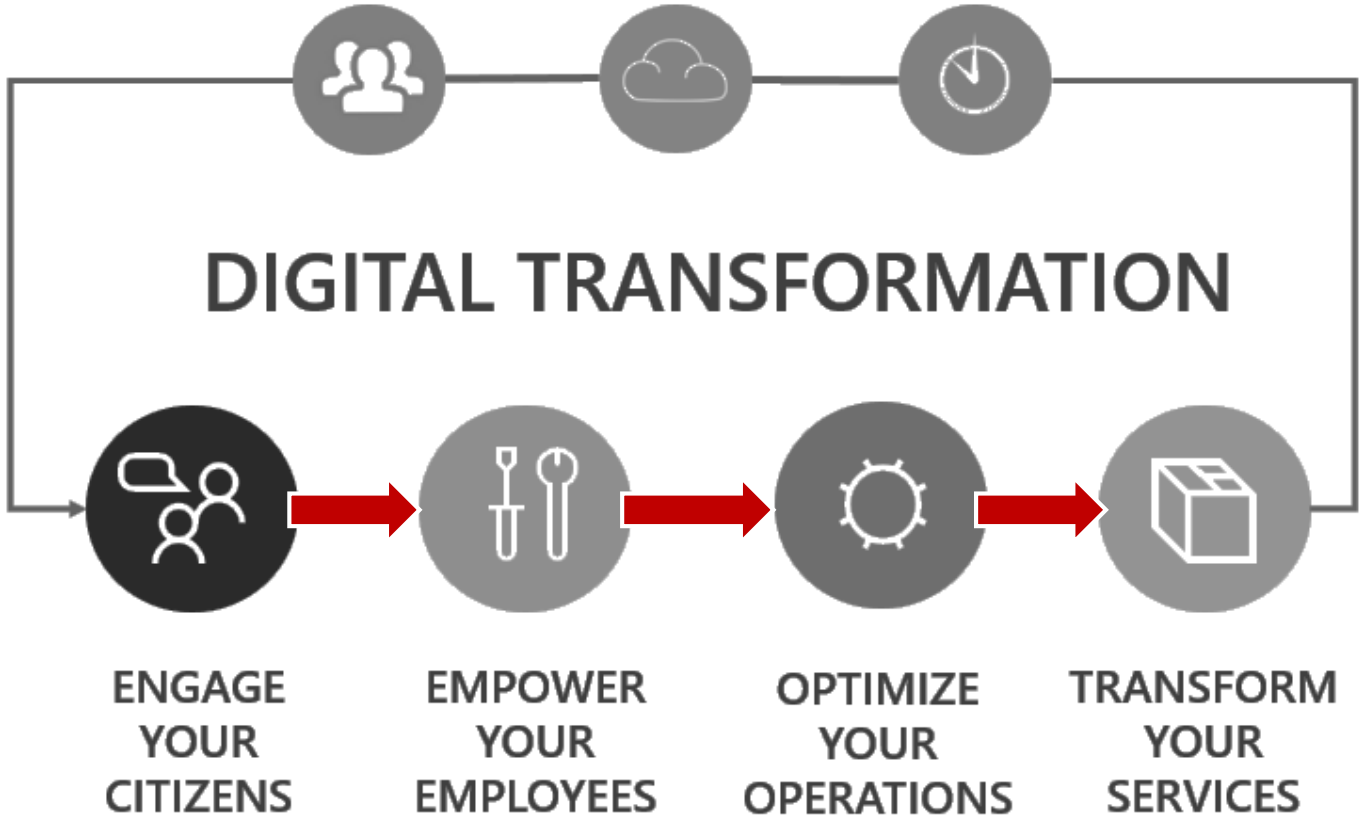


IT and IoT Competences to support Customers through Digital Transformation process

Corporate Business in Industry 4.0 era



Technological process.. It’s only the first step



Thank you!

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