Conexxus IoT
User Story Notes

Tuesday October 26, 2021

CONEXXUS
solve forward

Retail Stakeholders with Interest

- Fuel Equipment (dispensers, tanks)

- Facility Maintenance (lighting, power, etc.)

- Marketing Teams- Fuel, In-store Retail, carwash, loyalty programs, Sales

- Carwash Operations

- InfoSec, Network Ops, IT- maintenance, compliance, security, operations

- Operations- in-store and fuel operations, labor scheduling, facility managers, Support teams

- Planning Teams- inventory management, food preparation, scheduling

CONEXXUS
solve forward

General Business Issues & Benefits

- **Equipment & Facilities**- Manage equipment and devices to reduce costs, ensure uptime/ operations, ensure compatibility and compliance.

- **Sales and Marketing-** Improve the customer experience by allowing associates to service customers quickly, efficiently, and meet the established standards of operations to improve the overall customer experience.

- **Safety & Compliance-** Reinforce and confirm Health and safety regulations are observed, automated, and managed for inside and outside requirements related to food, fuels and payment processing.

- **Operations-** improve processes to ensure all product and service quality is consistent and accurate; additionally, drive efficiencies to drive down labor and overall costs for the stores.

CONEXXUS
solve forward

Problems, Challenges

- Data is rarely shared across the organizational departments. Therefore, information benefits are not fully realized.

- Retail Operating groups often work on limited data that reduces its effectiveness, or they build solutions that perform analysis on the same data.

- Not all Retail operating groups have the same access to data, so often there is a lack of visibility to equipment or dependent systems, which further limits the effectiveness of their activities.

- Standards and formats are uncommon across the organizations (e.g. IT vs facilities management).

CONEXXUS
solve forward

Common Data Points

- The online/offline status of the device, date and time of the occurrences.

- The software levels of the device, installation date/time.

- Uptime statistics.

- The status of dependent peripherals such as displays, printers, keyboards, access panels, doors, sensors, etc.

CONEXXUS
solve forward