Agreefy General FAQ

1. RTLS FAQ

1.1. What does RTLS Stand for?

RTLS stands for "Real-Time Location System". It is a technology used to track and locate assets, people, or inventory in real-time using a variety of techniques such

as RFID (Radio Frequency Identification), GPS (Global Positioning System), or BLE (Bluetooth Low Energy) signals. RTLS systems are commonly used in various industries, including healthcare, logistics, manufacturing, and retail, to improve operational efficiency, reduce costs, and enhance safety and security.

1.2. How does RTLS work?

Real-Time Location Systems (RTLS) are used to automatically identify and track the location of objects or people in real-time, usually within a building or other contained area. Here's a general overview of how RTLS works:

1. **Tagging:** The object or person to be tracked is tagged with a small device, often called a tag or badge. These devices use wireless communication technology and can emit signals at specified intervals or in response to a prompt.
2. **Signal Transmission:** The tagged object or person sends out a signal that can be picked up by a network of sensors (or receivers) strategically placed throughout the area where tracking is needed. The signal can be based on several different technologies, including radio frequency identification (RFID), Wi-Fi, ultrawideband (UWB), infrared (IR), and Bluetooth Low Energy (BLE), among others.
3. **Signal Reception:** The sensors or receivers pick up the signals from the tags and relay the information to a central computer system.
4. **Location Determination:** The central computer system uses various methods to calculate the location of each tag. There are several techniques used for this purpose, including triangulation, trilateration, and proximity-based methods.
    a. **Triangulation:** This method uses the angle at which the signal is received by multiple sensors to determine the location of a tag.
    b. **Trilateration:** In contrast to triangulation, trilateration uses the distance from each sensor to the tag to compute its location. This can be based on the time it takes for the signal to travel from the tag to the sensor (time of arrival), or the difference in time it takes for the signal to reach various sensors (time difference of arrival).
    c. **Proximity-based methods:** These simply determine which sensor the tag is closest to and assume that the tag is within that sensor's coverage area.
5. **Data Interpretation:** Finally, Agreefy system translates the tag's location into a format that can be easily understood and used, such as displaying the location of the tagged object on a map of the facility.
6. **Real-time Monitoring:** With RTLS, the location information is updated in real-time, so you can track the movement of the tagged object or person as they move around in real-time.

1.3. What are the key challenges customers face while deploying RTLS Solutions?

Real-Time Location System (RTLS) solutions offer businesses the ability to track and manage assets, people, and inventory in real time. Yet, the deployment of an RTLS solution can pose several challenges to customers, ranging from system integration to user training and acceptance. Here are the key challenges customers may face when deploying an RTLS solution:

1. **System Integration:** One of the most significant hurdles is integrating the RTLS solution with existing infrastructure. This can involve synchronizing RTLS software with enterprise resource planning (ERP) systems, databases, and other essential enterprise applications, which may require considerable time and expertise.
2. **Wireless Coverage:** Ensuring comprehensive wireless coverage for seamless functioning of the RTLS solution is another considerable challenge. Extensive facilities or layouts with structural complexities can create dead zones or areas with weak wireless coverage, hindering the solution's effectiveness.
3. **Tag Accuracy:** The precision of RTLS tags is critical. Inaccurate tags can lead to false readings, undermining the integrity of the system. It's crucial to calibrate the tags correctly and configure the system to account for environmental factors that might impact tag accuracy.
4. **Tag Battery Life:** The limited battery life of RTLS tags can pose operational challenges. If tags deplete their battery, they cease transmitting location data, compromising the system's reliability. Regular replacement or recharging of tags is necessary to avoid system downtime.
5. **User Training and Acceptance:** Implementing an RTLS solution often requires training staff to understand and efficiently use the new system. Resistance to change can be a significant roadblock, and ensuring the solution is user-friendly is paramount to secure acceptance and enhance user experience.
6. **Incorporation of New Processes:** An RTLS solution often necessitates changes in existing operational processes. Businesses may face challenges in modifying and standardizing these processes across the organization.
7. **Cost:** The financial commitment required for deploying an RTLS solution can be significant. A careful assessment of the return on investment is essential before making such a considerable commitment.

These challenges, while formidable, can be effectively navigated with an experienced RTLS provider like Agreefy. We can help overcome these hurdles and

ensure the successful implementation of an RTLS solution tailored to your specific needs.

1.4. What are the technology options Available In RTLS?

Several technology options are available for Real-Time Location Systems (RTLS), each with strengths and limitations. Here are some of the most commonly used technologies for RTLS:

1.4.1. **RFID (Radio Frequency Identification)**: RFID is a wireless technology that uses radio waves to identify and track objects. RFID tags can be attached to assets or people, and an RFID reader can detect the tags and track their location in real-time.

1.4.2. **GPS (Global Positioning System)**: GPS uses satellite signals to determine the location of objects in real-time. GPS is most commonly used for outdoor applications, where there is a clear line of sight to the sky.

1.4.3. **BLE (Bluetooth Low Energy)**: BLE is a wireless technology for low power consumption. BLE beacons can be placed in a facility, and BLE-enabled devices can detect the beacons and determine their location based on signal strength.

1.4.3.1. **BLE AoA (Bluetooth Low Energy Angle of Arrival)**: This is the high-accuracy version of Bluetooth low energy technology, Accuracy of up to ±30cm is attainable with this.

1.4.4. **UWB (Ultra-Wideband)**: UWB is a wireless technology that uses short pulses of radio waves to measure the distance between two objects. By measuring the time it takes for the radio waves to travel between two points, UWB can determine the location of an object in real-time.

1.4.5. **Wi-Fi**: Wi-Fi access points can be used to triangulate the location of Wi-Fi-enabled devices, such as smartphones and laptops. The device's location can be determined in real time by measuring the signal strength from multiple access points.

1.4.5.1. **Wi-Fi (Angle of Departure)**: This is the high-accuracy version of Wi-Fi technology. Accuracy of up to ±30cm is attainable with this; however, battery consumption is very high.

1.4.6. **LoRaWAN (Long Range Wide Area Network**) is a wireless communication protocol for low-power, wide-area networks. LoRaWAN can be used for Real-Time Location Systems (RTLS) by attaching LoRaWAN tags to assets or people and using LoRaWAN gateways to detect the location of the tags.

1.4.7. **Ultrasound can be used for Real-Time Location Systems (RTLS)** by using ultrasonic signals to determine the location of assets or people. Ultrasound-based RTLS is an indoor positioning system that can be used in areas where GPS or other outdoor-based location technologies are

ineffective; The technology can achieve high accuracy; the fundamental limitation lies in the concurrent number of tags that can be tracked and Ambient Environment factors

1.4.8. **Video-based Real-Time Location Systems (RTLS)** use cameras to track and locate assets or people in real time. This technology is commonly used in applications such as security and surveillance, retail analytics, and production line monitoring.

1.5. Technology comparison Matrix

Technology	Range	Accuracy	Cost per Tag	Infra Cost	RTLS	Update Rate	Power Consumption	Suitable Environments	Detection Range
UWB	Short to Medium	±10 cm	$20-$90	Very High	Yes	1-5 Hz	Low to Medium	Indoor	30 Meters
Ultrasound	Short to Medium	±10 cm	$40-$100	High	Yes	1-30 Hz	Low to Medium	Indoor	15 Meters
BLE AoA		±50 cm	$10-$25	Very High	Yes		Low	Indoor/Outdoor	
Wi-Fi AoA	Medium	±50 cm	$10-$50	Low	Yes	0.1-1 Hz	High	Indoor, Urban Areas	30 Meters
Video-based RTLS	Medium	±50 cm	$50-$100	High		1-100 Hz	High	Indoor	15 Meters
BLE	Short to Medium	±3 M	$5-$25	Low	Yes	10-100 Hz	Low	Indoor/Outdoor	40 meters
Zebra WhereNet	Long	±3 M	$50-$100	Medium	Yes		High	Outdoor	Outdoors
GPS	Long	±5 M	$40-$100	Medium	Yes	1-10 Hz	High	Outdoor	Outdoors
LoRaWAN	Long	±50 M	$10-$50	Low to Medium	Yes	10-50 Hz	Low to Medium	Outdoor, Indoor	1-2 Kms
5G	Long	±50 M	$10-$50	High	Yes	0.1-1 Hz	High	Outdoor, Indoor	Outdoors
NB-IoT	Long	±50 M	$5-$10	Low	Yes	0.1-1 Hz	Low	Outdoor	Outdoors
Sigfox	Long	±50 M	$5-$10	Low	Yes	N/A	Low	Outdoor	Outdoors
RFID	Short to Medium	Proximity	>$1	Medium	Yes	1-5 Hz	Low	Indoor, proximity	9 meters
NFC	Very Short	-	$0.10-$1	Medium		1-10 Hz	Low	Indoor, near Proximity	10 cm
Barcode	Very Short	-	>$1	Low to Medium	No	-	Low	Indoor, proximity	2 meters
Wi-Fi	Medium	±10M	$10-$50	Low	Yes	0.1-1 Hz	High	Indoor, Urban Areas	30 Meters

2. Agreefy Platform FAQ

2.1. Is it only available on the cloud?

Agreefy platform is designed with flexibility in mind to cater to a wide range of needs. While we offer a robust cloud-based solution, we understand that certain businesses might prefer or require on-premise deployment due to various considerations like data sensitivity, compliance requirements, or specific IT strategies.

Thus, Agreefy provides both Cloud and On-Premise deployment options.

Cloud-based deployment: In this model, the Agreefy platform is hosted on our secure cloud infrastructure. This option benefits businesses by minimizing upfront IT costs, providing rapid deployment, enabling access from anywhere, and ensuring automatic updates for the latest features and security enhancements. Also, our cloud infrastructure is scalable to accommodate business growth seamlessly.

On-Premise deployment: For businesses with specific IT or security requirements, Agreefy offers an on-premise solution where the platform is installed and runs on servers located within your business premises. While this approach requires more upfront investment and ongoing maintenance, it provides a greater degree of control over data and system configuration, which could be crucial for businesses in highly regulated industries or those with stringent data control requirements.

To conclude, whether you're looking for the convenience and scalability of cloud-based solutions or need the heightened control and customization of on-premise systems, Agreefy has you covered. Our team is on hand to help determine the best deployment option for your unique business requirements.

2.2. What do you mean by Multi-Technology Platform?

When we refer to Agreefy as a 'Multi-Technology Platform', we highlight its capability to support and integrate various location-tracking technologies within a unified system. This means you can employ multiple technologies concurrently or choose the ones that best suit your specific Real-Time Location System (RTLS) needs.

Our goal at Agreefy is to provide a versatile, comprehensive RTLS solution that can adapt to diverse use cases, environments, and customer requirements. By supporting a multitude of technologies, we allow for higher precision, increased coverage, and broader compatibility, thus enhancing the overall efficiency of your asset and personnel tracking processes.

Currently, Agreefy supports the following technologies:

- **Ultra Wide Band (UWB):** Known for its high accuracy and penetration abilities, UWB is excellent for tracking in complex environments.
- **Bluetooth (BLE) and Bluetooth Angle of Arrival (AoA):** BLE and AoA offer cost-effective and energy-efficient tracking solutions suitable for various indoor tracking applications.
- **Zebra Wherenet:** A specialized RTLS technology that provides long-range tracking, beneficial for large-scale, outdoor applications.
- **Global Positioning System:** GPS provides global coverage, ideal for tracking assets or personnel over large distances outdoors.
- **Wifi and WiFi Angle of Departure (AoD):** These technologies leverage existing Wi-Fi infrastructure for tracking, making them a cost-effective choice for many businesses.
- **LoRAWAN, NB-IoT, and Sigfox:** These low-power wide-area networks (LPWAN) technologies are excellent for tracking applications that require long battery life and wide coverage.
- **RFID:** A cost-effective solution for short-range tracking, typically used for inventory management and access control.
- **Video-Based RTLS:** This technology uses video footage from security cameras to track the location of assets or individuals.
- **Ultrasonic Positioning:** An indoor positioning technology that uses sound waves for tracking, offering high precision in certain environments.
- **5G:** The latest generation of cellular technology provides high speed and reliable connectivity, potentially improving the accuracy and efficiency of RTLS systems.

By offering such a diverse range of technologies, Agreefy ensures you have the flexibility to design and deploy an RTLS solution tailored precisely to your business's needs.

2.3. In what ways does Agreefy ensure the protection of my investments?

As a platform that is both vendor and technology-agnostic, Agreefy provides you with significant investment protection. Our system does not restrict you to any specific technology or hardware vendor. This means when advancements or more efficient technologies emerge, you can swiftly transition to these new

opportunities without requiring a complete overhaul of your existing infrastructure. Thus, Agreefy effectively safeguards your current investment, adapting and scaling seamlessly along with the evolution of technology.

2.4. What accuracies are supported, and what is suitable for me?

Agreefy supports accuracy ranging from ±10 centimeters to ±50meters; the accuracy depends on the technology choice. Each has its pros and cons.

Talk to one of our consultants to identify what technology suits your needs.

2.5. Do I have to buy RFID tags/hardware from Agreefy?

Agreefy doesn't manufacture or supply RFID tags. But Agreefy can always advise the right tags for different assets. The RFID tags are of different form factors for different asset types. RFID tag varies from non-metal assets to metal assets. RFID tags are also different for outdoor rugged assets and indoor assets.

2.6. How do you ensure my investment is future-proof?

Agreefy platform supports multi-technology and it is 100% modular and scalable. For instance, if you subscribe to a passive barcode asset management solution and later if you want to upgrade to a real-time location system, the same platform can be used to configure and handle RTLS like BLE/LoraWAN/UWB.

The platform supports multiple technologies in the same instance as well. For instance, the same platform instance can be used to track high value/critical assets using RTLS and noncritical assets using passive technologies like barcode/RFID.

2.7. Do you have an On-Premise offering?

Yes, the Agreefy platform can be hosted on-premise. Speak to our consultants for detailed server specifications.

2.8. Can You integrate with ERP?

Yes, the Agreefy platform is integrated with all ERP systems. Connect with our consultants to know more.

2.9. What ERPs are supported by Agreefy?

2.10. Do you manufacture/supply Tags?

2.11. I have a specific integration need; can you support it?

2.12. Do you permit customisation?

2.13. Can I have a custom dashboard?

2.14. Do you support APIs?

2.15. Do you have a Mobile App?

Yes, we do! At Agreefy, we understand the need for on-the-go access to our platform. That's why we've developed mobile applications for both iOS and Android devices, making it even more convenient for you to manage your RTLS tasks and oversee your asset tracking from anywhere, anytime.

Our mobile app extends the full functionality of the Agreefy platform to your smartphone or tablet, providing a seamless, user-friendly interface designed for smaller screens. This means you can track assets, monitor tasks, receive real-time notifications, and even manage your team directly from your mobile device.
Here are the download URLs for our mobile apps:

iOS:

If you're an iPhone or iPad user, you can download the Agreefy app from the Apple App Store at this link. The app is compatible with iOS 11.0 or later, and it works across all your iOS devices.

Android:
For those using Android devices, you can find the Agreefy app on the Google Play Store at this link. The app requires Android 5.0 or later, and it is optimized for various screen sizes and resolutions.

Whether you're in the office, at home, or on the move, Agreefy's mobile apps ensure you stay connected with your asset tracking and management operations. The Agreefy mobile apps provide the same secure, real-time location data as our web-based platform, ensuring you're always in control, no matter where you are.

2.16. Does the Mobile app work for on-premise deployment?

Yes, it absolutely does. The Agreefy mobile app is designed to provide seamless functionality regardless of your chosen deployment model, whether it's cloud-based or on-premise.

Cloud Deployments: If you're using our cloud-based platform, the mobile app connects directly to our secure cloud servers. This provides real-time access to your location data and management tools, wherever you have an internet connection.

On-Premise Deployments: For on-premise installations, the Agreefy mobile app communicates with your local Agreefy server. This means you can still use the mobile app to access your RTLS system when you're on-site and connected to your organization's internal network.

In some cases, it's also possible to configure remote access to your on-premise Agreefy system via VPN or other secure connection methods, allowing you to use the mobile app off-site. This would depend on your organization's specific security policies and IT infrastructure.

In summary, the Agreefy mobile app is designed to offer complete, convenient access to your RTLS data and management tools, whether you're using our cloud-based platform or have chosen to deploy Agreefy on-premise. Our goal is to provide you with the flexibility to manage your asset tracking operations the way that works best for your organization.

2.17. Are there Geo-fence Rules?

Indeed, Geo-fence rules are an integral part of our People and Asset Management Modules in the Agreefy platform.

Geo-fencing is a location-based service that enables rules to be set up around a geographical area known as a 'geo-fence'. These geo-fences are virtual boundaries that can be dynamically generated—such as in a radius around a point location, or a pre-defined set boundaries like school zones or neighborhood boundaries.

In the context of Agreefy's People and Asset Management Modules, Geo-fence rules can be established to trigger actions or alerts when an asset or individual enters, exits, or dwells within these virtual boundaries. This can be incredibly useful for a variety of applications.

For instance, in the Asset Management Module, you could set a geo-fence around a storage area for valuable equipment. If any tagged asset leaves this area, you would receive an immediate notification. This can greatly aid in preventing asset loss or misplacement and optimizing asset utilization.

Similarly, in the People Management Module, geo-fences could be established around dangerous or restricted areas in a facility. If a person were to enter these zones, an alert could be sent to the security team to respond accordingly. This can significantly enhance safety and security within your facility.

In summary, Geo-fence rules provided by Agreefy allow you to create dynamic, location-based rules to better manage your people and assets, adding an extra layer of efficiency, security, and automation to your operations.

2.18. What are the rules and alerts possible on the system?

Agreefy Platform comes with an advanced Rule engine that helps you build contextual rules to take action based on a number of variable like Presense, Tracking technology, Geo-fence, Identity time of the day etc.

2.19. Can Agreefy generate SMS/Email alerts?

Agreefy Platform comes with an advanced Rule engine that helps you build contextual rules to take action based on a number of variable like Presense, Tracking technology, Geo-fence, Identity time of the day etc.

Agreefy Rule engine have Email,SMS and Webhook capabilities as actions that can be taken based on a Rule match

2.20. Can I integrate Agreefy with my security camera systems?

Agreefy can use Camera as input source, the vendor we currently support is Hikvision.

2.21. Can I use my existing Wifi infrastructure for BLE-based tracking?

Yes, you can leverage your existing WiFi infrastructure for Bluetooth Low Energy (BLE)-based tracking, provided your infrastructure supports BLE capabilities. BLE operates in the same frequency range as WiFi and many modern wireless hardware vendors have incorporated BLE technology into their devices to support a range of IoT applications, including asset tracking.

Below are the vendors currently supporting BLE capability in integration with the Agreefy platform:

- **Cisco:** A leading provider of network infrastructure, Cisco's wireless products support BLE functionality, allowing you to implement BLE-based tracking without needing to invest in new hardware.
- **Aruba:** Aruba Networks, a Hewlett Packard Enterprise company, also supports BLE in its WiFi infrastructure. Their technology seamlessly integrates with Agreefy, enabling efficient BLE-based tracking.
- **Huawei:** As a global leader in ICT solutions, Huawei offers advanced wireless devices that are compatible with BLE technology, which can be effectively utilized for BLE-based tracking with Agreefy.
- **Juniper Mist:** Juniper Mist's wireless platforms incorporate BLE functionality, making it simple to adopt BLE-based tracking with Agreefy on their infrastructure.

So if your WiFi infrastructure is from any of the above vendors, you should be able to implement BLE-based tracking using Agreefy without substantial additional hardware investments. It's a great way to maximize the value of your existing infrastructure while enhancing your ability to track and manage assets

2.22. What are the main components of the Agreefy Platform?

Agreefy is a comprehensive Real-time Location System Platform created to enhance operational efficiency and productivity. It has four primary features: managing personnel, managing assets, managing storage spaces, and maintaining tasks.

3. Agreefy Asset Management

4. Agreefy Warehouse Management

Agreefy provides a cutting-edge warehouse management system that uses real-time location systems (RTLS) to track and manage inventory accurately. With Agreefy Tag, businesses can quickly locate items in their warehouse and streamline inbound, outbound, and transfer processes. This ensures that the correct items are delivered on time and in the right place. Additionally, Agreefy Tag provides valuable insights into warehouse capacity utilization and item movement, helping businesses understand how items are used, stored, and moved. In addition to inventory management, Agreefy Tag offers tools for picking and delivery processes, resource utilization, analytics, and more.

4.1. Can it integrate with my ERP?

4.2. Can it accurately track my warehouse employees and Equipment?

4.3. Will it show the item location with the pick list?

4.4. Can it track the productivity of the warehouse staff?

4.5. How is the Agreefy RTLS platform licensed?

Agreefy RTLS platform is license based on Active tags, which means you only pay for assets/people/Inventory that is active in the system.

5. Agreefy Task and Maintenance Management

5.1. The Task Module in Agreefy is licensed on the basis of 'Named Agents'. But what exactly does this mean?

A 'Named Agent' licensing model refers to the way in which the rights to use a software product (in this case, the Task Module of Agreefy) are assigned to specific users. Under this model, each license is associated with a specific individual, typically identified by their Email ID

Remember that Named Agent licenses cannot be shared between users. If an additional individual needs access, an additional license will need to be purchased. This licensing model helps to ensure fair usage and allows us to provide ongoing support and development for our software.

5.2. Does it support custom Task templates?

Yes it support custom Task Templates

5.3. Does it come with a standard checklist?

The system has few pre-defined templates to get you quickly started

5.4. Is there a mobile app?

The system comes with an iOS and Android APP

5.5. Can I do contract management in Agreefy?

Yes agreefy supports contracts management, supports document uploads, reminders and supplier management for the same.

5.6. Are there automated escalations?

5.7. Can the system track SLA?

5.8. Please specify if we can build automated workflows