

# CriticalRiver Transforms Global Manufacturing Firm with IoT-Powered Automation and Enhanced Remote Insights



## The Customer

The customer is a renowned name in the manufacturing of devices for inspection and production of semiconductor products. With a global footprint, they serve customers across all continents.

## The Challenge

The customer faced numerous challenges with their idle computer systems located in offices around the world:

- Accessing and tracking the utilization of data within these computer systems
- Exploring all software and applications installed on the computer systems
- Analyzing CPU level statistics for each computer system
- Identifying which computer systems are reusable

## The Solution

CriticalRiver developed an intelligent Automation-powered Bot Agent with IoT capabilities:

- Remotely installable tracker bot agent software.
- Determines Master IP, computer name, and local resource stats for messaging service.
- Identifies computer system location, analyzes data, software, machine usage, and CPU statistics.
- Features an intuitive user interface/console.
- Enables remote machine access, data tracking, and report generation.

## The Results

- The intelligent Automation process eliminated the need for physical inspection of computer systems
- Enhanced customer digital experience with 360-degree utilization reports

## Impact

- 65% reduction in costs
- 360 degree view of remote machine utilization
- 100% of physical computer inspections automated

## Solution Components

Bot Agent software powered by IoT