



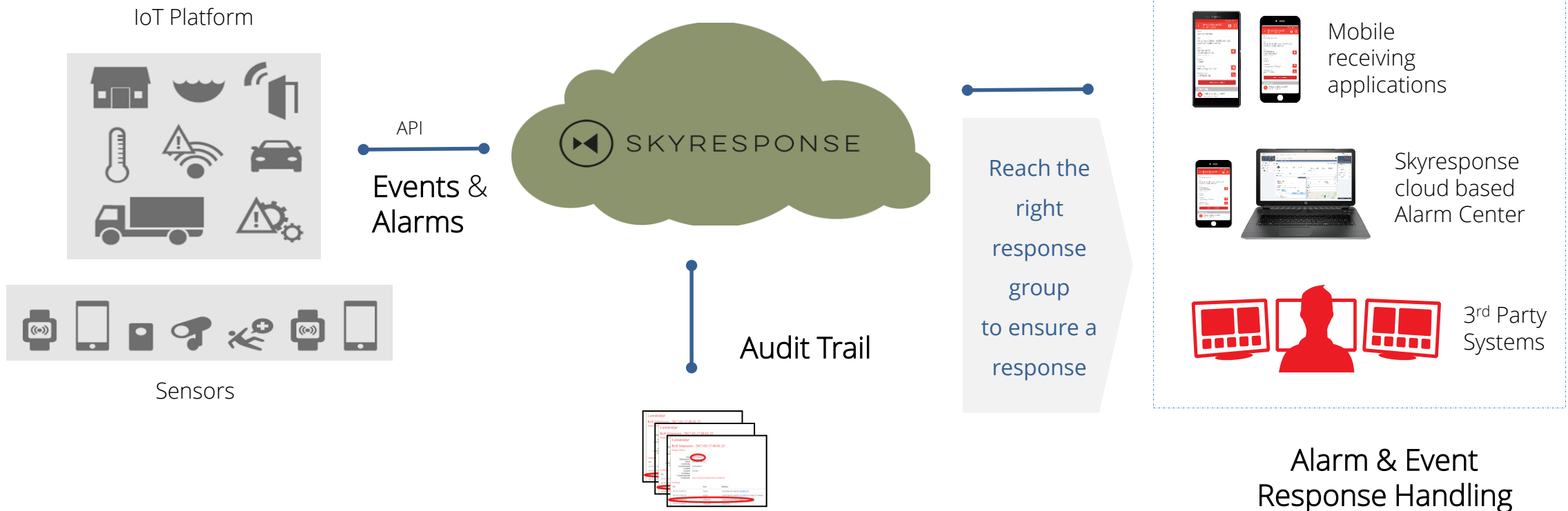
SKYRESPONSE

Ensure action on alarms and events
at the right time, the right place and by the right person!

skyresponse.com



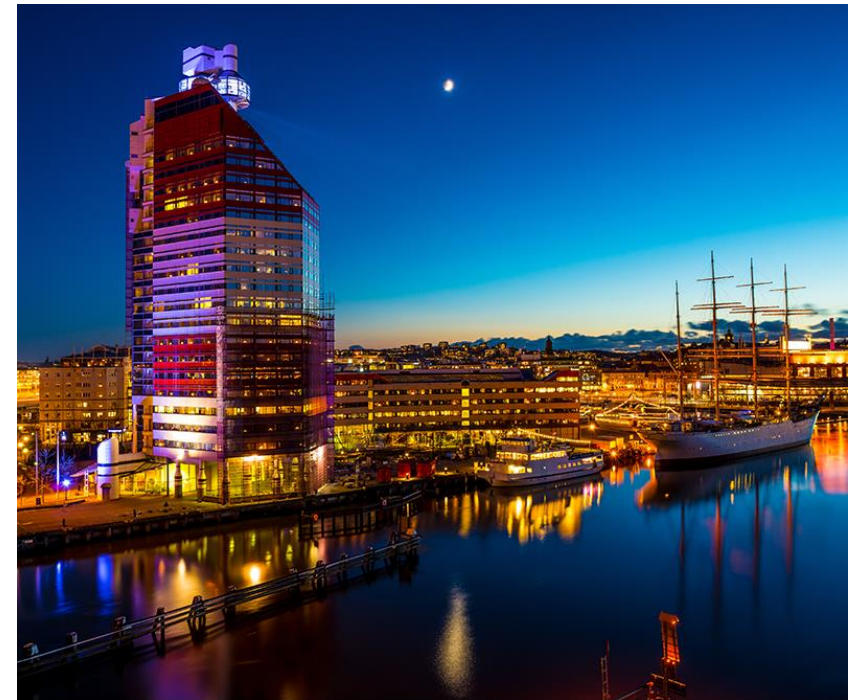
Skyresponse:system





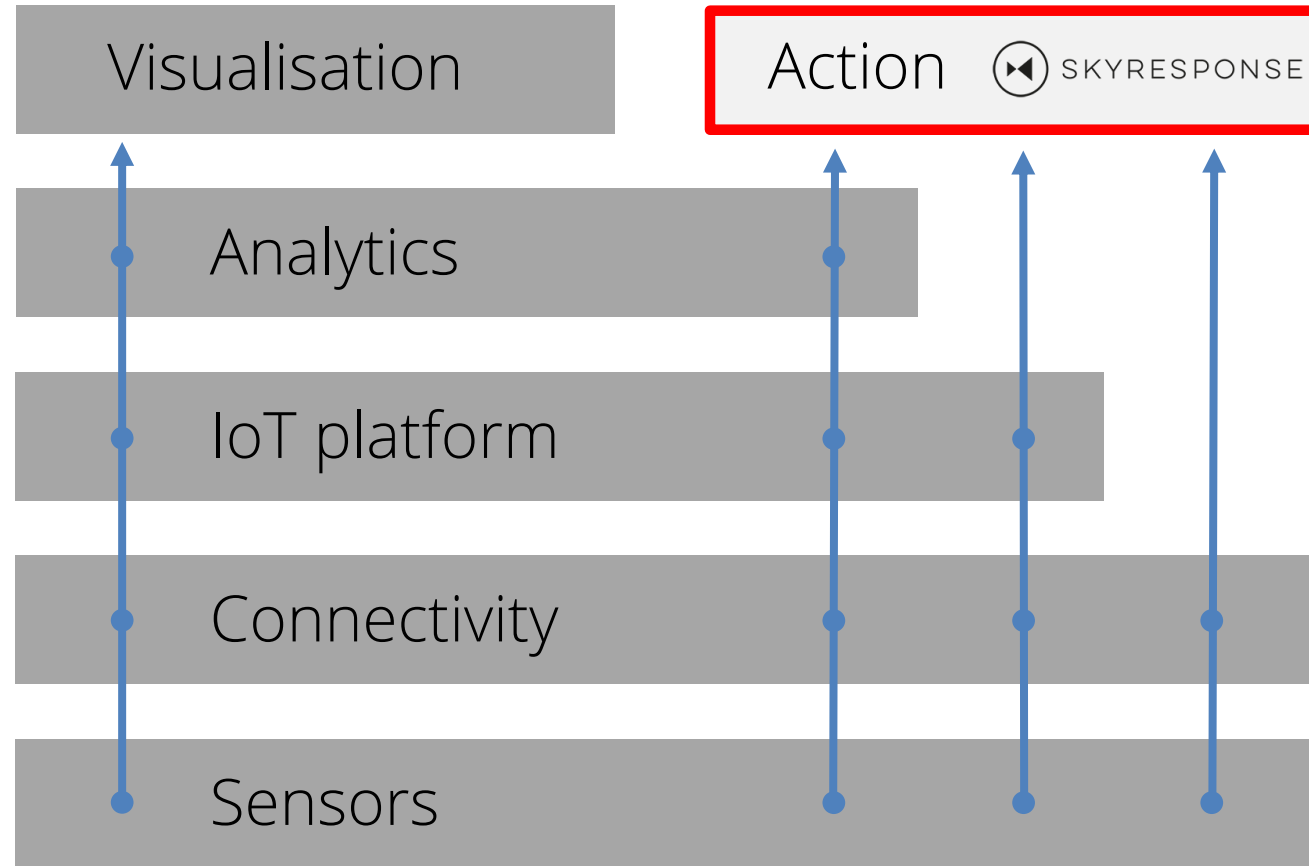
Example Skyresponse applications

- Distribute and escalate alarms from multiple sensors in care homes to the right personnel where they handle all alarms using the Skyresponse mobile phone app, including presence detection via NFC or BLE beacons.
- Distribute machine centric alarms (low on oil, wrong pH value, electrical errors, etc.) to the mobile phones of maintenance personnel serving the machines (Electricians, mechanics, operators). If no response, then escalate within the organization.
- Connected vehicles with predictive maintenance solutions – distribute deviations to the mobiles of the right group of mechanics and the operation manager on duty. If not responded to, escalate internally.
- Provide international response center solutions for customers that want to add a professional service to support their IoT products.





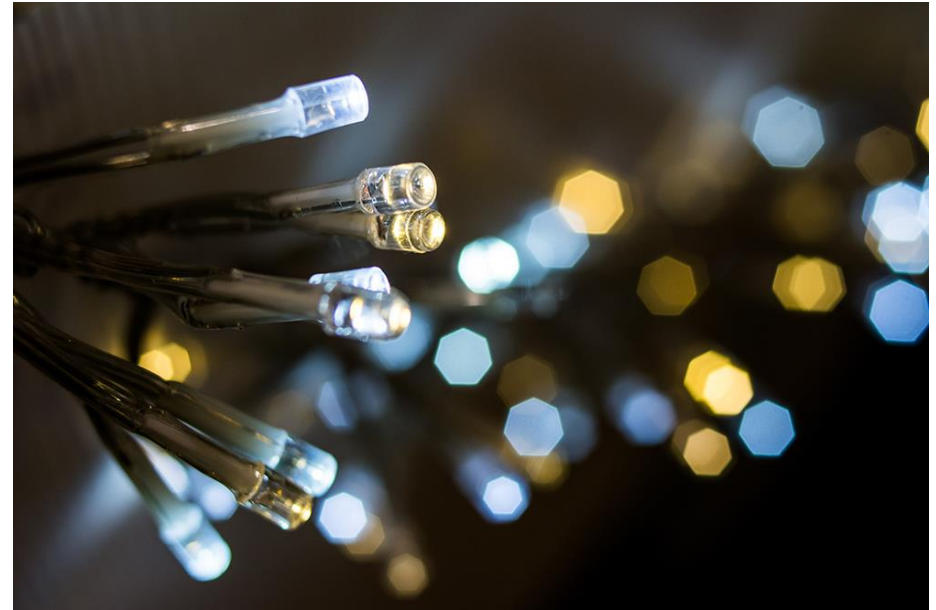
Skyresponse in IoT environment





About: Skyresponse

- Started in 2007 with lone worker alarms under the name Skygd
- The company was re - formatted in 2014 with emphasis on alarm handling and distribution
- 2016-2017 the company changed profile and name to clearly target the IoT market to utilise the new platform
- Skyresponse are known for the care and security area through the robust alarm distribution platform.
- Skyresponse partners can be found in Europe and Africa.
- In Sweden approx. 20.000 units are reporting to the Skyresponse platform generating approx. 1 Million events per month.





Skyresponse proposition

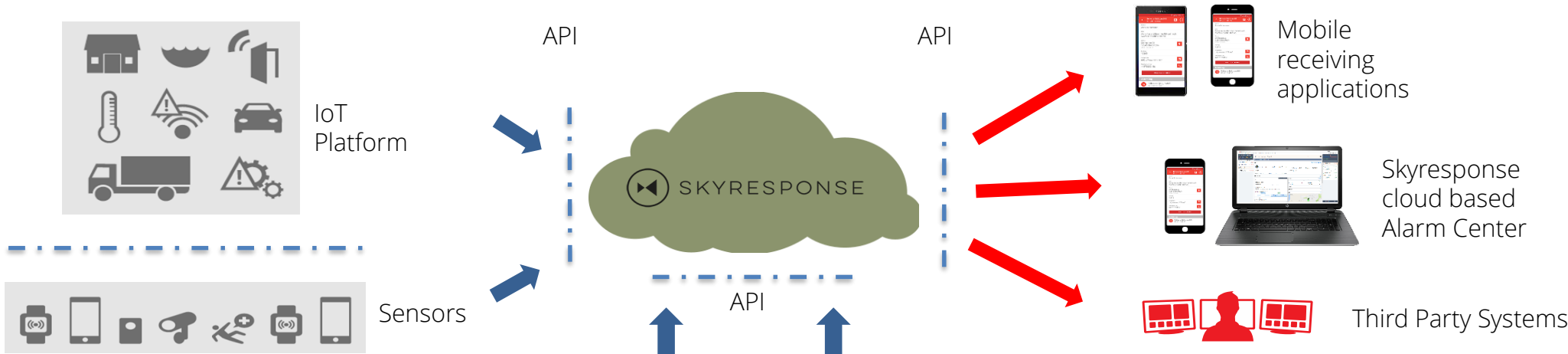
- A cloud platform with well defined APIs for receiving events and distributing activities
 - From Sensors and IoT platforms
 - To mobile applications, work management platforms and Alarm centrals
- The platform resides in the Amazon cloud and is easily scalable
- All events and activities are easily trackable via the admin interface and has a full history
- Large range of parameters to route signals from platforms and sensors with great flexibility
- The user interface is fully customizable and can also be reached via an API





Skyresponse

Alarms and Events >>>> Actions



All events that require a physical action can be treated as alarms in the Skyresponse platform.

The platform can handle multiple formats e.g. SIP, HTTP, XML, JSON, TCP/IP, SCAIP, SMS and E-mail

Manage the admin data through Skyresponse **Admin API**, or **Admin Portal** for end user organisations

Events and the actions taken are logged for review.
*e.g. How were events handled?
 By whom and when?*

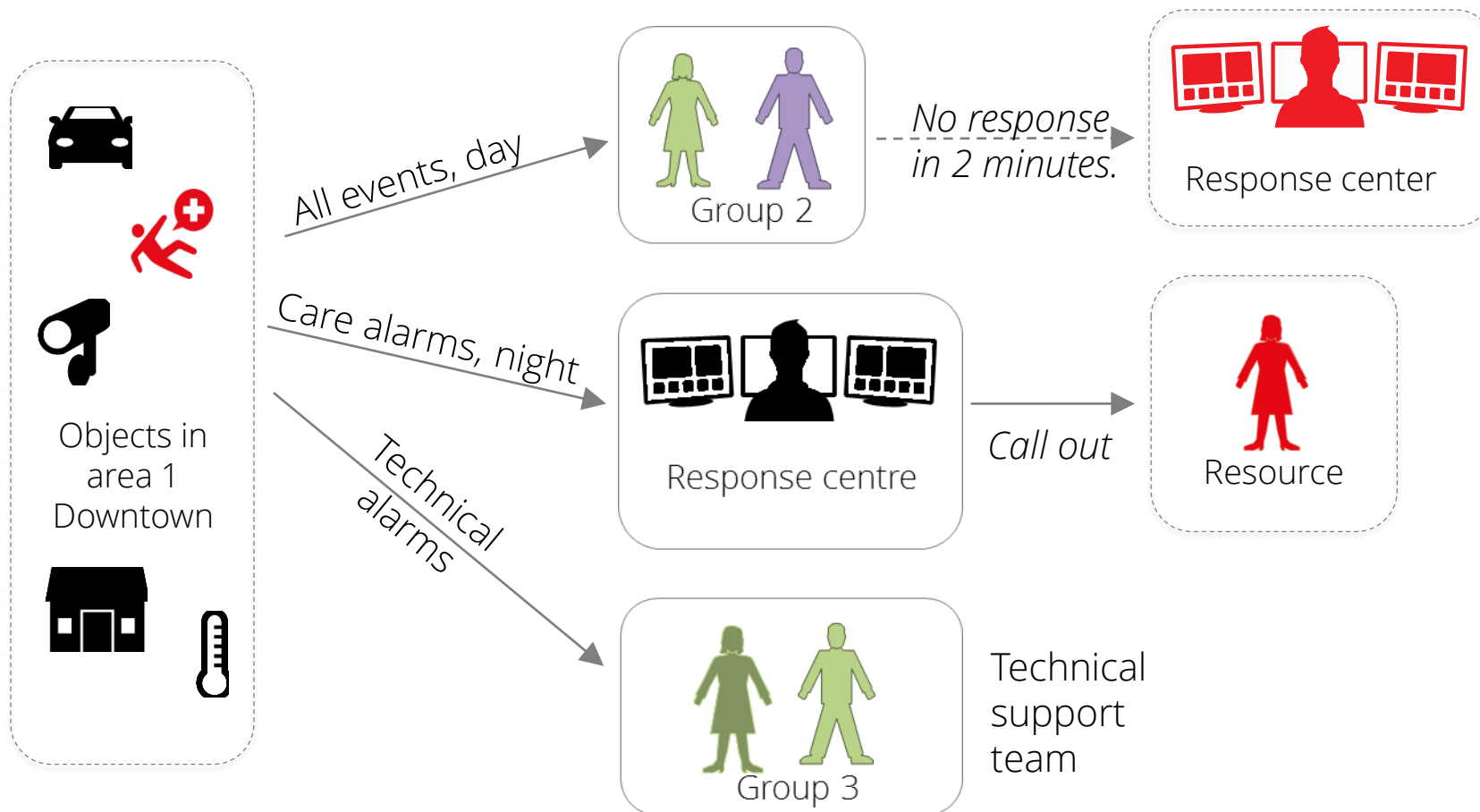
Skyresponse offers full flexibility on where to process each alarm

Skyresponse provides a full suite of alarm handling software for web and mobile as well as integrating with third party response centres and systems



Intelligent Distribution of IoT Events

Example : Healthcare in Gothenburg

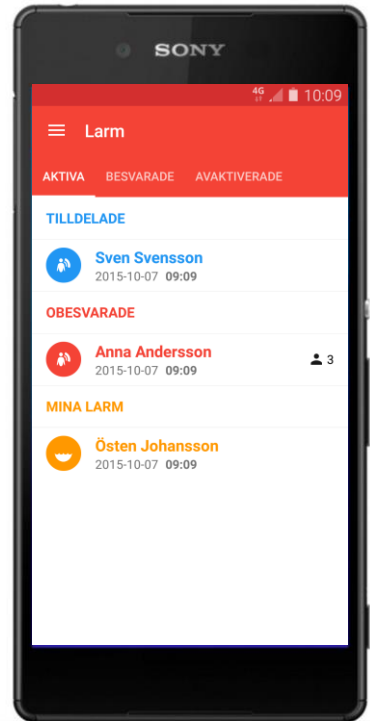


Each alarm can be distributed individually with respect to type, location of event, time of day and content of the event message.

If no action is recorded within a configurable time (was it received? Was it looked at? Was it acted on? Is it marked complete?) **then** the alarm could be escalated, even to high security response centres that act on the alarm within 30 seconds.



Skyresponse Mobile



The receiving app is a customisable application included in the Skyresponse offer

To be used for receiving and managing activities and alarms

Reporting cause and actions connected to the activity

Escalate to other receivers like teams or Alarm Central as well as communicate with other team members





Skyresponse Event Data Trail

Inkom 2017-03-31 08:33:37

Avaktivering

Larmmottagning Nokas

Larmkod 1

Lösenord aw7ytoe2

Larmtrigger

Larmklassificering Extern larmknapp använd

Larmkodregel

Larmdetaljer <https://re.skygd.net/AlarmX.aspx?p=aw7ytoe2dae6>

Log [https://papertrailapp.com/groups/987353/events?q=\(aw7ytoe2-OR-e16c8088082e81520170331063402\)--IIS](https://papertrailapp.com/groups/987353/events?q=(aw7ytoe2-OR-e16c8088082e81520170331063402)--IIS)

Larmlogg

Tid	Från	Händelse
2017-03-31 08:33:38	System	SMS kopia till: +46768885276
2017-03-31 08:33:38	System	Larmsändare ska ringa till +4686195022
2017-03-31 08:33:38	System	SMS kopia till: +46768885829
2017-03-31 08:33:57	System	E-mail kopia till: andreas.plotzki@boras.se
2017-03-31 08:34:15	System	Larmet tittas på för första gången
2017-03-31 08:34:19	System	Lyckat utgående samtal till +4686195022 varade i 21 sekunder
2017-03-31 08:34:28	System	Mottagare: provlarm
2017-03-31 08:36:23	System	Mottagare: hörbarhet ok
2017-03-31 08:37:46	System	Mottagare: positionen stämmer ej helt. Ska vara högre upp på gatan vid Östermalmsgatan 28 men skickar pos på vendelsbergsgatan
2017-03-31 08:38:31	System	Avaktiverat

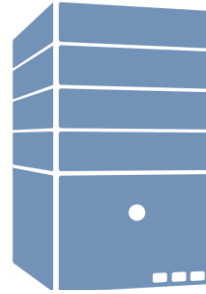
All the events and the actions taken through the Skyresponse platforms are logged.

It is then possible to review events, how they are handled, by whom and when.



Managing Skyresponse:system

Other systems



Step 3: Create object

The following HTTP signature provides the minimal subset of fields required to be in the JSON body :

```
POST /api/users/ HTTP/1.1
Host: https://api.skygd.net
Content-Type: application/json
Authorization: Bearer tkgY9yiM...p1Bp

{
  "Name": "Demo User One",
  "CustomerId": 132,
  "Identifier": "+380111111",
  "ProductCategoryId": 5,
  "Product": 0
}
```

Manage the admin data through Skyresponse **Admin API**



Skyresponse:admin
Graphical User Interface

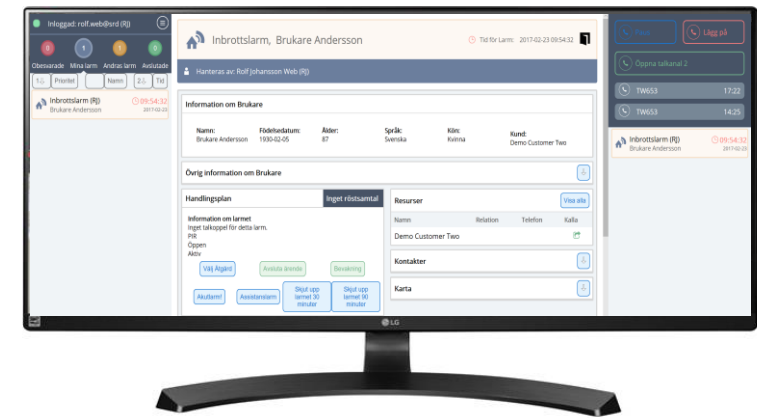
	Name	Telefonnummer/Larmid	Kund/distrikt	Larmmottagning	Giltig t.o.m.
<input type="checkbox"/>	Användare med larmsändare	+4644332211	Rolf Johansson Kund	Response C 1 / Larmhantering1	2019-02-12
	SRT	+4644332211			
<input type="checkbox"/>	Åke	+9900000054-X-20160610051236	Rolfrest 1	Skygd	2016-06-10
	Smartphone app	+9900000054-X-20160610051236			
<input type="checkbox"/>	Användare utan larmsändare	+9928876534	Rolf Johansson Kund	Skygd	2016-06-16

Admin portal for resellers, customers, sub customers, users and response centers, to administrate all object related information and alarm handling



Skyresponse USP

- **Easy to integrate** to with modern well documented APIs.
- Support for distributed management, “right person, right place, right time, right escalation”
- Cloud based platform hosted on Amazon web services
- **Rapidly launch new products**
 - Bring your IoT project to the real world
 - Offer full response centre service
 - Global
- Flexible business model
- White label global service
 - **Your branding** on all parts of the solution (admin, alarm distribution, response centre, applications)
- **Low start-up cost** - offer new services, products and business models quickly with minimal investment
- Access to **partner networks** and access to products and solutions
- Opportunities to rapidly expand into new areas





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