



SERVICE GUIDE · 2026

IoT & Robotics

AI that senses, decides, and acts
across the physical world.

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WHAT IS IoT & ROBOTICS

Giving your business a nervous system

IoT and Robotics is about connecting **sensors, devices, and machines** together with AI — so your business can sense what's happening in the physical world, decide what matters, and act on it automatically. From smart facilities to autonomous equipment, the physical and the digital come together.

THINK OF IT LIKE THIS

Think of it like giving your business a nervous system. Sensors are the nerves — feeling temperature, movement, energy, position. The AI is the brain — deciding what to do, when, and why. Robots and actuators are the muscles — carrying out the action. All of it, working together, in real time.

01**How It Works**

A plain-English overview

• Devices Sense

Sensors, cameras, and connected devices stream real-time data about your environment, equipment, or operations.

• The AI Decides

Patterns are detected, anomalies flagged, predictions made — and decisions taken automatically against your rules.

• Systems Act

Alerts go out, robots adjust, settings change, or work orders are created — closing the loop in seconds, not days.

02**What It Can Actually Do**

Real-world examples

• Predictive Maintenance

Monitor equipment vibration, temperature, or noise to predict failures before they happen — scheduling repairs proactively.

• Smart Facilities

Automated heating, lighting, ventilation, and security based on real occupancy and usage — saving energy and improving comfort.

• Fleet & Asset Tracking

Real-time location, condition, and utilisation of vehicles and assets — informing routing, scheduling, and maintenance.

• Environmental Monitoring

Track temperature, humidity, air quality, or chemical levels in real time — protecting product, people, and compliance.

• Automated Warehouses

Coordinate robots, conveyors, and pickers to optimise picking, packing, and inventory movement across the warehouse.

• Robotic Process Execution

Autonomous robots performing inspections, deliveries, cleaning, or assembly tasks — with AI decision-making built in.

INDUSTRY USE CASES

Real scenarios, real outcomes

Below are examples of how IoT & Robotics is being applied across different sectors and departments. Each one replaces hours of manual work or unlocks insight that was previously out of reach.

A

Industrial & Manufacturing

Smarter machines, fewer breakdowns, better output

- **Equipment Health Monitoring**

Continuous monitoring of motors, pumps, and machinery — surfacing the earliest signs of wear before they cause failure.

- **Quality Sensing**

Vibration, temperature, and acoustic sensors detect quality drift early — protecting yield without waiting for end-of-line tests.

- **Production Line Coordination**

Sensors and AI synchronise multi-stage production — adjusting in real time to balance throughput, quality, and energy use.

- **Worker-Safety Systems**

Wearables and environmental sensors detect hazards, fatigue, or unsafe behaviour — alerting supervisors before incidents occur.

B

Logistics, Warehousing & Smart Spaces

Where movement, environment, and intelligence converge

- **Warehouse Robotics**

Coordinate fleets of mobile robots, automated picking, and inventory systems — with AI deciding the most efficient flows.

- **Smart Building Management**

Occupancy and usage data drives heating, lighting, and cleaning automatically — improving comfort while cutting energy use.

- **Cold-Chain Monitoring**

Real-time temperature tracking of perishables in transit — alerting before excursions cause loss or compliance issues.

- **Fleet Operations**

Live tracking of vehicles, drivers, and cargo — with AI optimising routes, schedules, and maintenance across the fleet.

C

Field, Energy & Specialised Use Cases

Connecting AI to the world beyond the office

- **Energy & Utilities Monitoring**

Track grid, generation, or consumption assets — detecting faults, predicting demand, and balancing loads automatically.

- **Field Inspection Drones**

Autonomous drones inspecting pipelines, infrastructure, or large sites — feeding imagery and findings into central AI analysis.

- **Agriculture & Aquaculture**

Soil, water, and crop sensors feeding AI decisions on irrigation, feeding, or treatment — driving yield and resource efficiency.

- **Healthcare & Lab Devices**

Connected medical or lab equipment streams data to AI for monitoring, alerting, and decision support — under clinical oversight.

A CLOSER LOOK

How IoT & Robotics actually works

From sensor to action, every connected system runs the same essential loop — turning raw signals from the physical world into intelligent, automated outcomes.

- **1. Sense**

Sensors and devices capture real-time data — temperature, motion, position, sound, image, electrical signals.

- **2. Transmit**

Data is sent securely from devices to where it can be analysed — locally on the edge or to central systems.

- **3. Analyse**

The AI examines the data — detecting patterns, anomalies, or trends that signal something needs attention.

- **4. Decide**

Against your rules and learned patterns, the AI decides what should happen — automatically, with confidence.

- **5. Act**

Alerts go out, equipment is adjusted, robots are dispatched, or work orders are created — without human delay.

- **6. Learn**

Outcomes feed back into the AI — refining detection, decision, and action over time as the system matures.

05

What We Build For You

The key components of your system

- **Device & Sensor Integration**

We connect your sensors, devices, and equipment into a unified, secure data stream — across protocols and manufacturers.

- **Central Coordination**

Cloud-based platforms that aggregate data, coordinate across sites, and provide the big picture for operations teams.

- **Dashboards & Alerts**

Operations dashboards, mobile alerts, and reports — giving the right people the right information at the right time.

- **Edge Intelligence**

AI that runs on-site, on the device or gateway — making fast decisions locally without depending on cloud connectivity.

- **Autonomous Behaviour**

Where appropriate, AI that takes action directly — adjusting settings, dispatching robots, or running closed-loop control.

- **Maintenance & Security**

Keeping your IoT estate secure, patched, and reliable — with monitoring and remote management built in from day one.

06

Oversight, Governance & Responsible AI

Built-in accountability — always included

- **Full Visibility**

See exactly what your IoT & Robotics system is doing — every action, decision, and outcome — through a clear activity log.

- **Audit Trails**

Every action recorded with timestamp and reason — a searchable record for compliance and review.

- **Continuous Improvement**

Your system gets better over time. We review outcomes, identify improvements, and update it.

- **Guardrails & Boundaries**

Clear rules for what your system can and cannot do. Sensitive actions always require human sign-off.

- **Ongoing Monitoring**

We monitor performance over time, flagging anything unusual and ensuring continued accuracy.

- **Data Privacy & Security**

Your data stays yours. We follow rigorous practices and work within your security policies.

07

Hosting & Deployment

We handle the technical side — you focus on the results

Once your IoT & Robotics system is built, it needs somewhere to live and run reliably. We take care of all of that for you.

- **Cloud Hosting**

Hosted on secure, enterprise-grade cloud infrastructure. Your IoT & Robotics runs 24/7, scales with usage, maintained by our team.

- **Hybrid Setup**

Hybrid deployments combining cloud convenience with on-site control, tailored to your requirements.

- **On Your Own Systems**

If data must stay on-premises for compliance or security, we deploy your system entirely within your environment.

- **Ongoing Management**

Managed packages include monitoring, updates, performance tuning, and ongoing support as your system matures.

08

Consulting & Advisory

We help you figure out what you actually need

Not sure where to start? Most organisations know IoT & Robotics could help — but not where, how, or what to prioritise. We work through that with you honestly, without jargon.

- **Discovery & Scoping**

We understand your operations, challenges, and goals — then identify where IoT & Robotics delivers the most value first.

- **Roadmap Planning**

A phased plan — starting with a focused pilot that delivers early results, then expanding as confidence and ROI grow.

- **Feasibility & Risk Assessment**

An honest view of what's achievable, the risks involved, and a realistic timeline. No overpromising, no jargon.

- **Stakeholder Alignment**

We help communicate the plan internally — leadership, operations, compliance, IT — with materials for non-technical audiences.

09

Training & Adoption Support

Making sure your team feels confident

The best system only creates value if your team knows how to use it, trust it, and get the most from it. We provide tailored training and support to make adoption smooth.

- **Team Onboarding**

Practical, jargon-free sessions for people working alongside the IoT & Robotics system every day — what it does and when to step in.

- **User Guides & Playbooks**

Clear, plain-English documentation tailored to your system — a reliable reference whenever your team needs it.

- **Leadership Briefings**

Focused sessions for senior stakeholders covering outcomes, governance, risk, and measuring success.

- **Ongoing Support**

As confidence grows and workflows evolve, we're available for follow-up sessions, Q&A, and improvements.

10

Our Delivery Process

From first conversation to live system

- **01 — Discovery Call**

We learn about your business, challenges, and where we can help most.

- **02 — Scoping & Proposal**

We map the solution, confirm feasibility, and agree on clear outcomes.

- **03 — Build & Test**

We build your system, test it thoroughly, and refine it with your input.

- **04 — Deploy & Integrate**

We go live — connecting it to your tools on your chosen infrastructure.

- **05 — Train Your Team**

Onboarding sessions and documentation so your team is ready to use it.

- **06 — Monitor & Improve**

We track performance, maintain governance, and keep improving over time.



NEXT STEP

Ready to put AI to work in your business?

Let's start with a conversation. We'll listen to where you are, what you're trying to achieve, and show you what's possible.



GET IN TOUCH

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