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Organisations must avoid common pitfalls before implementing IoT systems, says mpro5

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The Internet of Things (IoT) is predicted to increase in market size from 714.48 billion USD IN 2024 to 4,062.34 billion USD by 2032. This growth represents a staggering CAGR of 24.3% and highlights the immense potential of the market as well as the pivotal role IoT will take in driving digital transformation.

IoT-based solutions allow for more efficient and data-driven management of facilities, allowing for increased automation, real-time monitoring, and data collection. In an era where data reigns supreme, IoT solutions enable organisations to maintain a competitive edge, reflected in the findings of Eseyes 2023 study indicating 79% of UK respondents plan to increase IoT deployments moving forward. But for successful integration, organisations must first identify the IoT use cases within their enterprises. This is according to the leading process management app, mpro5.

Fred Whipp, VP of Business Development, at mpro5, said, “Before deploying IoT technology, organisations must first identify areas that are high risk and require a ‘quick response’ as well as considering the ‘ideal customer experience’ and understanding ‘high use areas’ of stores/facilities. Identifying functions critical to business performance and having clearly defined IoT objectives regarding implementation and impact on the customer is vital.”

Beecham research found one of the most common reasons for IoT failure amongst 25,000 respondents was a lack of clearly defined business objectives. Common pitfalls also exist in the implementation and maintenance of IoT systems.

Whipp added, “The misapplication of cameras, whether blindly ‘installing cameras and sensors with no goal in mind’ or ‘using cameras and sensors to retrospectively deal with issues, instead of proactively using them for prevention via real-time feedback’ is a reoccurring issue. Forward-thinking is required to utilise IoT systems most effectively, deploying in dedicated and preventative positions to take advantage of features such as real-time feedback.

“Organisations are misusing triggering actions through either ‘recording data, but not triggering actions’ or overusing triggering alerts, causing organisations to become ‘blind to real issues’. This leads to a passive use of data, either through a lack of triggering action or an overuse of the triggering action, resulting in a poorly structured priority matrix and ineffective IoT use.”

Across the catering, retail and facilities management industries, there are multiple use cases designed for the effective implementation of IoT systems. ‘Sensor-driven maintenance’ refers to triggering workflows in response to irregular reading variations such as temperature, immediately alerting staff for repair, shortening response time, and reducing the impact of this abnormality. Understanding effective use cases of IoT before implementation increases the chance of a successful project.

“The cost of installing IoT cameras and sensors, and the networks to power them, is not insignificant. To optimise IoT spend, and maximise return on investment, there are three simple rules to follow,” added Whipp. “Alert (Identifying at what point you want to be alerted), Action (Defining what you want to happen after being alerted) and Resolution (Deciding how the issue is recorded once resolved). This approach reduces the possibility of overcomplication and ensures IoT systems enhance business function.”

“Investing in IoT is the fastest way to achieve digital transformation within organisations, but for a successful system implementation, organisations must avoid these common IoT pitfalls. Utilising a dedicated IoT framework ensures business objectives are clearly defined, and systems are harnessed effectively,” concluded Whipp.