Tooling Intelligence®

ESM Device Management

ESM is a device monitoring service developed and managed by Tooling Intelligence. ESM is installed as an application on the vending device(s). This application communicates with the Tooling Intelligence Partner Portal to provide the following exclusive benefits:

Offline Device Reporting

If network connection is lost at the vending machine, Tooling Intelligence attempt to solve the issue remotely. If the issue cannot be solved remotely, an alert is sent to the site contact(s) and monitored from the Partner Portal.

Offline Controller Reporting

A device controller includes SmartDrawer drawer covers, SupplyBay controllers, SupplySystem storage locations. If a controller is damaged or disconnected, Tooling Intelligence attempt to solve the issue remotely. If the issue cannot be solved remotely, an alert is sent to the site contact(s) and monitored from the Partner Portal.

Remote Connection

Connect to the vending machine to control or monitor activity from the Tooling Intelligence Partner Portal using your computer, laptop or tablet. No additional software (e.g. TeamViewer) is required.

Automatic Polling Prompts

Occasionally, SupplyPro devices can pause polling and require manual intervention to resume polling. ESM automatically resumes polling if the process is paused (requires network connection).

Device Configuration Reporting

Each device is monitored to provide IP Configuration / network adapter data, Operating System data, Agent software updates and process logs.

Transaction Backup

In the event of any prolonged loss of access to SupplyPro SSIS SupplyPort, ESM allows transaction and current inventory reports to be retrieved directly from the device.

ESM does not interfere with the SupplyPro device user interface and installation is completed remotely with minimal interruption. ESM installation is completed within 60 minutes (TeamViewer connection permitting).

Premium Features:

Integration using JSON web service to provide:

Product, inventory and transaction custom reporting. Live data feed displayed on desktop devices or remote TV screens.

Graphical Data Dashboards:

Customisable data dashboards delivered to key users.