

IoT to IIoT – Why Cloud ERP Matters More than Ever

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By now, most anyone that deals with ERP understands its role in regards to the Internet of Things (IoT). All of the data made available by IoT can be analyzed and shared with a large number of people across the enterprise. Complicating the situation is the fact that different departments need to access only the data that is critical to their function. This is where [cloud ERP](#) comes in. On-premise legacy ERP systems in place for decades are unable to deal with the challenges presented by all that data generated by IoT devices. Cloud-based solutions, on the other hand, offer the ideal solution to the problem. Data is stored in the cloud, not on big, expensive hardware installed in a single location. Internet access means that data can be instantly viewed, analyzed and shared at any time from anywhere, including mobile devices. Firms no longer have to rely on large, expensive and cumbersome IT departments to manage these systems. [Cloud ERP](#) software companies build, maintain, configure and customize the solution instead, helping manufacturers reduce costs while increasing productivity.

All this is becoming accepted and appreciated. But, suddenly, a new term is being bantered – IIoT, the Industrial Internet of Things, a more pervasive version of this same physical-to-digital connection.

According to manufacturing industry watchdog and consultant Dave Turbide, “IIoT also monitors activities and conditions and provides remote control functions, but these capabilities can extend far beyond what IoT currently provides. IIoT technology is commonly used to monitor and control production processes while capturing detailed data for quality management and documentation...Systems are embracing IIoT technology to enable closer monitoring of more parameters and more sophisticated control of processing and quality as a result.”

What does this mean? Even more data. Therefore, if on-premise systems are having a problem in handling all of the data from present IoT technology, think of how IIoT technology will really gum up their systems. Cloud ERP truly becomes the only option.

Turbide continues, “IIoT is also providing an unprecedented level of visibility throughout the [supply chain](#). Individual items, cases, pallets, containers and vehicles can be equipped with auto identification tags and tied to GPS-enabled connections to continuously update location and movement. [Supply chain](#) management software and advanced analytics put all this data to good use.”

Reading between the lines of the above quote, it becomes easy to see that manufacturers will be adding more and more cloud apps, including cloud ERP, to their enterprise systems to create a very helpful system – as long as they can easily be integrated with each other.

A Real Customer. A Real Story

One of our [customers](#) in the print services business emphasized the need to interface with different programs easily was paramount. One part of their need was to automate their supply chain by having a printer's toner replacement signal sent over the Internet to the Salesforce platform ORG, where it was translated into a Rootstock [Sales](#) Order through the standard API. The toner resupply order needed to be auto-allocated from available stock, shipped and the customer invoiced according to the service contract. Rootstock's cloud ERP automated this entire process. The entire process, from the "Toner Low" message on the printer to the Picklist printing in the warehouse, takes only a few seconds.

That's only the beginning of the efficiencies created. For example, a technician at a customer site can enter a part serial number into the system, which causes a lookup into Rootstock. Rootstock enables serial control-driven Salesforce service case creation with SLAs, entitlements and other information related to the customer. The Rootstock customer previously had a team of 20 call center reps to support the technicians out in the field. Now, the process is completely automated.

Those are the types of opportunities that a cloud ERP brings to [customers](#) leveraging IoT and IIoT technologies. Without cloud ERP, they're not possible.

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