Arpac is a leading packaging machinery provider based in Chicago, IL, USA. Arpac’s palletizing and shrink wrapping machines are used globally by a diverse range of consumer and commercial product manufacturers.

Previous efforts at Arpac on IoT applications had not been satisfactory due to high development and per connected machine costs. In addition, the previous IoT system had no means for Arpac to manage and maintain their system -- every small change entailed delay and additional costs.

Using HMS eWON Flexy™ devices for machine connectivity, and an IoT / Customer Experience app system from Scante.net, Arpac cost effectively replaced their previous system and launched their BeConnected™ IIoT platform. Arpac handles day to day management of the system themselves and can iterate on system content and features without incurring ongoing development charges.

Arpac’s Scante apps receive near real time operating data from their Flexy gateways through secure API connections to HMS eWON’s Talk2M™ system. The system stores basic time series data on machine throughput along with multiple text string variables for information on machine state. With that data Arpac can deliver complex machine performance analytics valuable to users through Scante’s graphing and analytics tools. Among many other features, Alarm notifications, preventive maintenance schedules, support documentation, support requests, replacement parts and other interactions are all handled through the Scante system.