

# SPITFIRE GIVES WILCOMATIC THE IoT EDGE

## WILCOMATIC WASH SYSTEMS

***Established in 1967, Wilcomatic supplies and supports vehicle wash systems to petrol forecourts throughout the UK and has contracts with all the UK's major supermarkets. The company also supplies a full range of other ancillary forecourt equipment including jet wash systems, vacuum units, tyre inflation equipment, and water recycling systems. Wilcomatic car wash units clean more than 20 million vehicles a year.***

Wilcomatic is developing a strong presence in the rail market, supplying rail wash systems to rail depots in the UK and to international markets, particularly India, Malaysia and other Asian countries. The business is widely viewed as a market leader in this niche and has long-standing relationships with Siemens, Bombardier, Hitachi and Volker Fitzpatrick.

Wilcomatic takes its environmental responsibilities very seriously, and helps by offering rainwater harvesting, water recycling and environmentally friendly chemicals as approved by Defra.



### Background

Key to Wilcomatic's success is its ability to support, service and maintain all its equipment in the field utilising its 60-strong team of field service engineers. This service support is provided under multi-year contracts with strong performance yardsticks.

Keen to use the latest technology to streamline and improve its service and maintenance activities, Wilcomatic turned to its long term communications partner, Spitfire Network Services Ltd (Spitfire), to provide an IoT based solution that was reliable and cost effective to deploy.

***"We have a really strong relationship with Spitfire. We know they are always looking for ways to help our business."***

### Challenge

With more than 2000 sites globally and all the UK's leading supermarkets using Wilcomatic wash, jet, vacuum units, tyre inflation and water recycling systems, ensuring that the services remain maintained and operational is a key business objective. In short, if the systems aren't working Wilcomatic and its customers won't generate revenue. Rotational rolling maintenance programs are inefficient and can't keep pace with localised nuances where usage dynamically changes.

Innovative • Flexible • Reliable • Supportive • Cost Effective



There are many factors involved which can require technician attention to keep the Wilcomatic services running smoothly: does the service have the right amount of washing chemicals, is it too cold or too hot, has something mechanical failed or is it simply not switched on?

Finding a solution to identify issues as they arise on site would help Wilcomatic with service planning, building efficiency and ultimately optimising revenue potential.

Connecting more than 900 devices in the field through a fixed line and router combination would be impractical due to device and sensor location and infeasible from a cost perspective.

Wilcomatic needed to find a solution that used data via the mobile network, was easy to deploy and maintain and above all was cost-effective.

#### Solution

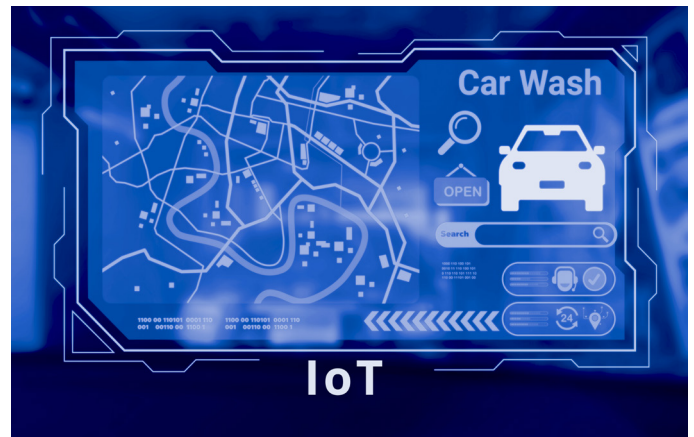
Spitfire has provided Wilcomatic with an IoT data connectivity SIM solution, currently serving in excess of 600 machines across the UK. Live data points including; temperature, fluid volume, on/off, fault codes, volume of transactions and the type of transactions are fed back to a cloud based reporting dashboard, where actions and priorities can be prioritised in real-time.

***“Spitfire enables Wilcomatic to have the right data to predict maintenance events before they become problems.”***

#### Results

Being able to remotely monitor and predict Wilcomatic's maintenance requirements in the field has meant a more efficient service for both Wilcomatic and its clients.

By using Spitfire's IoT data SIMs Wilcomatic is able to greatly reduce the data connectivity costs (by a factor of 10) paying only for what data is used, compared to that of a fixed internet connection.



***“Spitfire's IoT SIM connectivity solution enables us and our customers to stay operationally efficient.”***

The solution is also able to add new machines to the network in less than 24 hours and they can be located anywhere on site and not restricted to where a physical cable has been laid.

Because of Spitfire's IoT Data SIMs, Wilcomatic is able to achieve the best possible connectivity, no matter where the machines are located.

Overall efficiency gains from the solution are significant, with the data collected from each machine relayed to an activity dashboard where judgements and remedies can be easily actioned. This allows for engineering workflows to be optimised, machines to operate at maximum capacity and issues to be dealt with in a timely manner.



**Wilcomatic**  
Wash Systems

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