xively by LogMeIn®

Expanding the connected product line with tekmar hydronic heating and cooling solutions.

tekmar®

A WATTS Brand

INDUSTRY: Heating, Ventilation and Cooling

HEADQUARTERS: North Andover, MA

NUMBER OF EMPLOYEES: 5,000
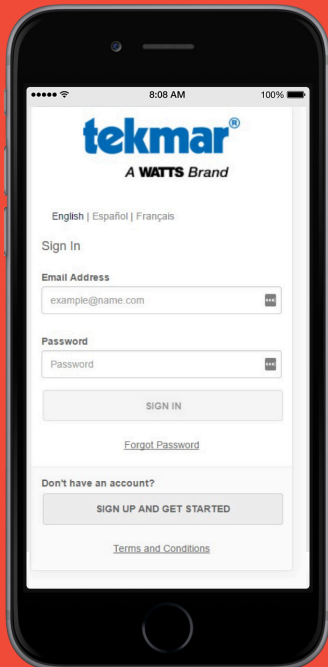
Watts – tekmar

Leveraging an existing Xively integration, Watts launched a new line of three hydronic heating/cooling solutions under their tekmar brand. The three new connected solutions include two thermostats, and a snow melt system.

CHALLENGE

Based on the initial success with the SunTouch SunStat, Watts looked to leverage the Xively platform further and expand their connected product line to include three tekmar products – two interior thermostats (WiFi Thermostat 561 and 562) and one snow melt control (WiFi Snow Melting Control 670).

Keeping in line with all the Watts products, it was important for the new tekmar devices to have reliable connectivity, remote firmware management, robust end user management for homes with multiple devices and users, a modern end user app for remote control, and connection with third-party weather data to provide a better user experience.

Xively met all of the requirements of this new product line, and help Watts get the new line of tekmar products to market quickly.

SOLUTION

Using Xively infrastructure already in place, Watts could easily scale by adding new products to their product line. Moving from the concepting phase to deployment in only six months, working with Xively helped Watts bring the new tekmar products to market on budget and on schedule, including an all-new end user app built on Heroku.

The two tekmar WiFi thermostats control both standard and radiant heating/cooling solutions, and offer cutting edge functionality, including remote control from anywhere in the world via the end user app, programmable schedules, energy monitoring, and display of weather and temperature data.

The tekmar Snow Melting Control operates hydronic and electric heating equipment designed to melt snow or ice from roads and walkway surfaces. The control offers features such as automatic detection of snow or ice, and integration with real-time weather data for pre-emptive activation before temperatures drop below freezing.
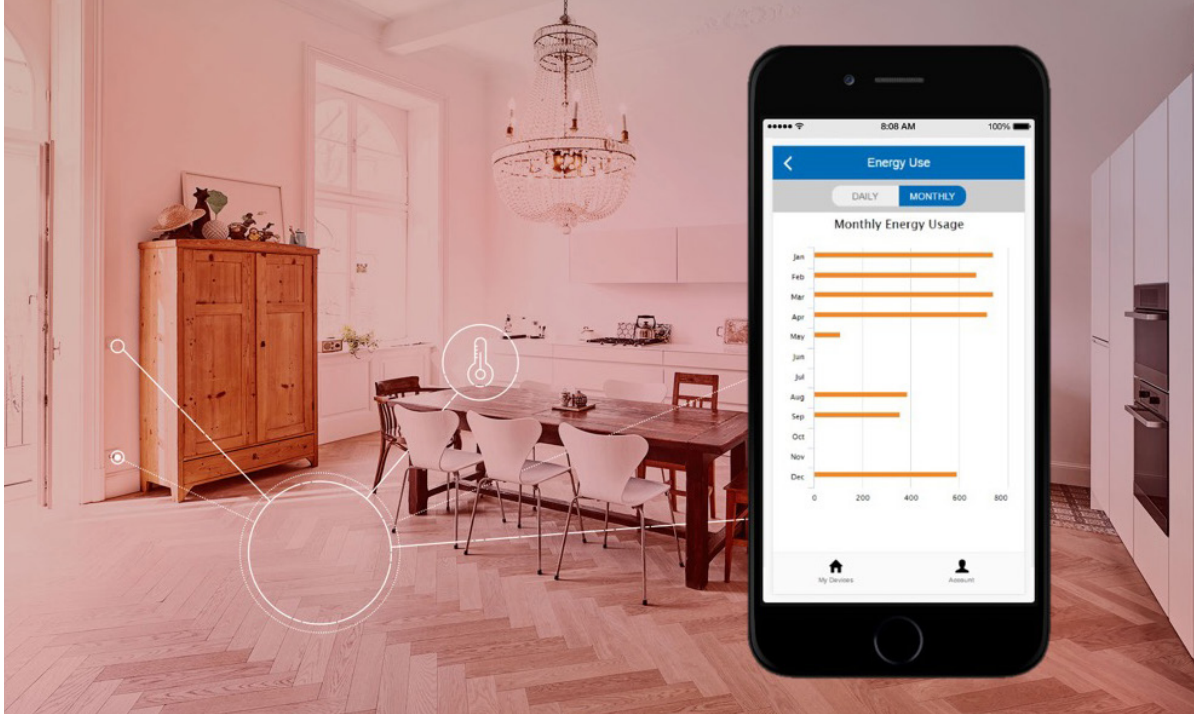
With these products in the market, Watts is now using the Xively Connected Product Management (CPM) tool to monitor active devices. The CPM dashboard allows Watts to visualize where on a map their devices are being activated, how many devices are online, feature adoption, and more.

RESULTS

As Watts continues to roll out its industry-leading connected products, they provide best-in-class support to their customers, enabled by the visibility into the device status and health.

Additionally, access to usage and product activation data offers new insight for Watts. As many of the tekmar products are purchased by installers, but not activated in homes immediately, the addition of internet connectivity to their products allows Watts to see when devices are activated after purchase. This insight gives them a deeper understanding of their product usage and lifecycle.

Looking to the future, Watts is excited to use connected product data to inform future product lines, and further enable sales, service and marketing teams to grow their business.