DOMUS

WINNING THE FUTURE THROUGH INNOVATION

IoT

BENEFITS FOR THE LAUNDRY

ECOVOLUTION by DOMUS

DOMUSCONNECT

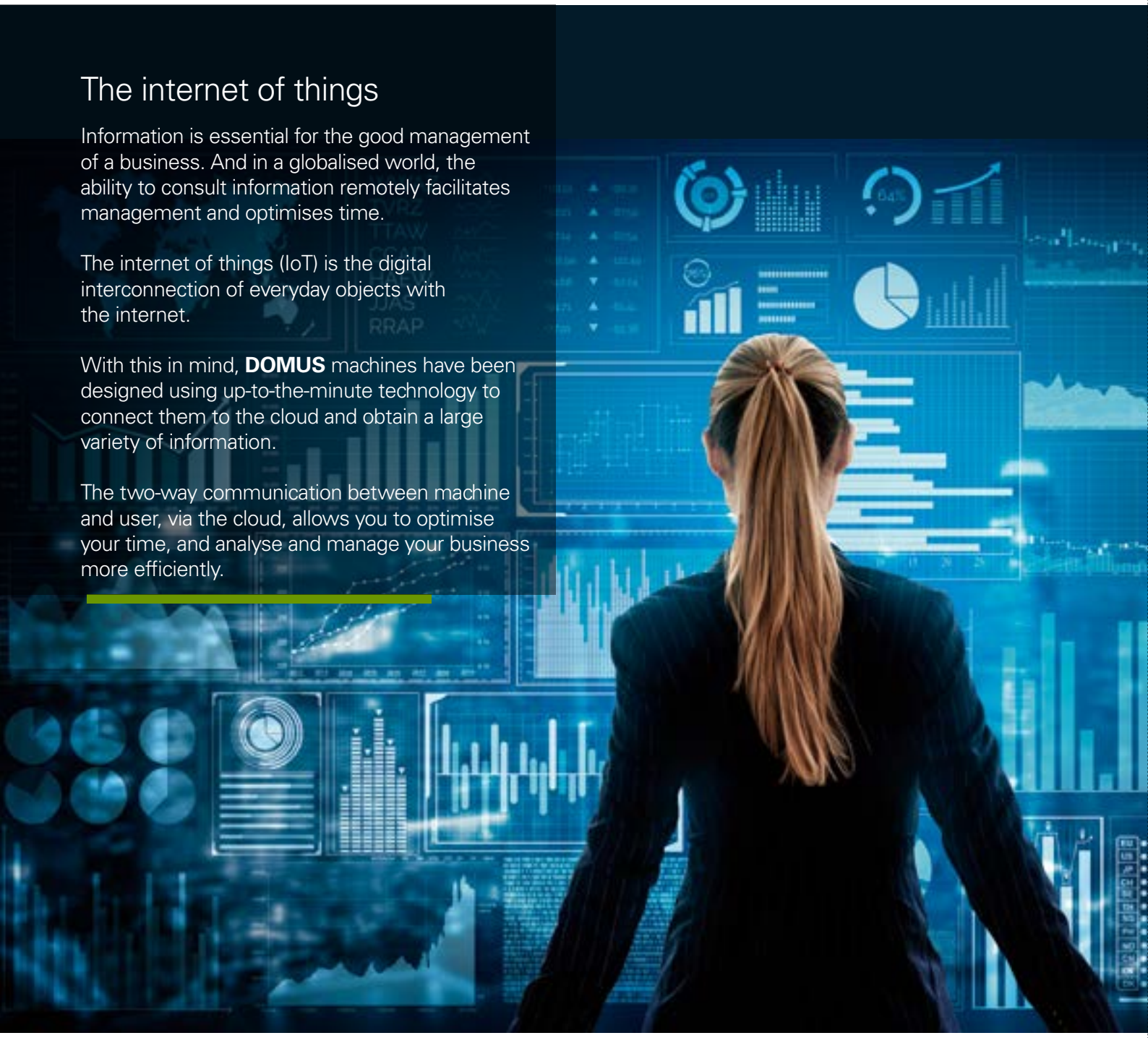
The internet of things

Information is essential for the good management of a business. And in a globalised world, the ability to consult information remotely facilitates management and optimises time.

The internet of things (IoT) is the digital interconnection of everyday objects with the internet.

With this in mind, **DOMUS** machines have been designed using up-to-the-minute technology to connect them to the cloud and obtain a large variety of information.

The two-way communication between machine and user, via the cloud, allows you to optimise your time, and analyse and manage your business more efficiently.



We put all the information about the machines and your business at your fingertips. Connected any time, any place.

Responsive web app
Multi-platform + Multi-resolution + Multi-operating system

Multi-lingual
Available in multiple languages with more to come

Secure communication
Availability, integrity and confidentiality

Easy to use
UX (User Experience)
UI (User Interface)

Useful for everyone
Owner/end user, technical service, distributor and chemical companies

Constantly evolving
A team dedicated exclusively to developing and evolving the platform

Main features

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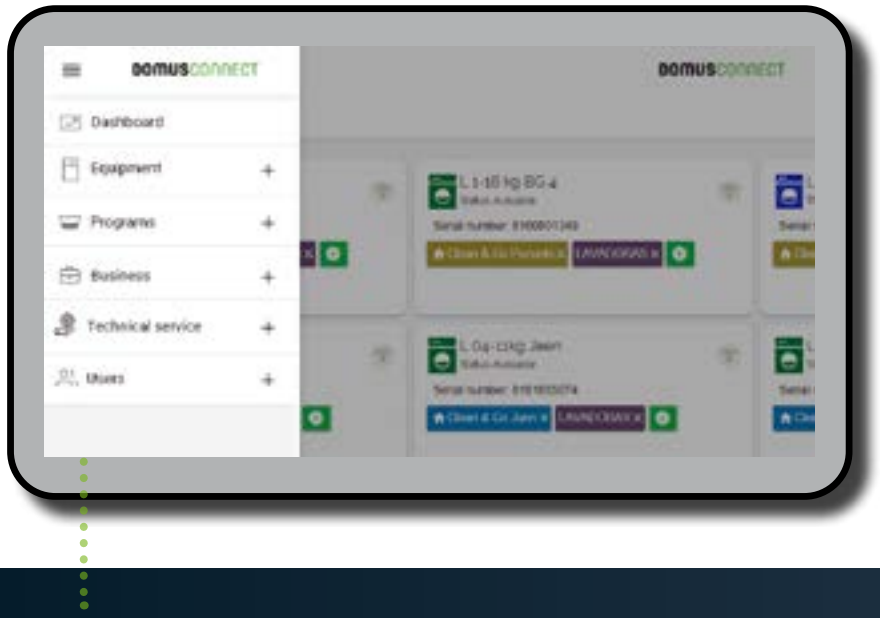


Control panel
Customised graphs to keep track of your business, installed machines, customers, etc.

Machines
Management: telemetry, statistics, remote access, error alerts, etc.

Configuration: programs, phases, prices, washer and dryer setup, etc.

Programming
Control your machines remotely, (create programs, phases, group programs, filter) view telemetry and much more.

Business
OPLs: keep track of your business, production, consumption, export reports, and more.

Self-service: configure and manage your self-service laundry (opening hours, payment methods, discounts, prices, etc.)

Technical service
Documentation, intervention management, remote breakdown and incident support, telemetry, etc.

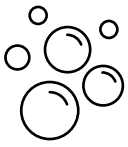
User management
Manage the users who have access to your machine information. Grant access to who you want: your organisation, agents, technical service, chemical companies, etc.

User profiles

Owners / end users

Distributors

Technical service



Chemical companies

Connect your machines

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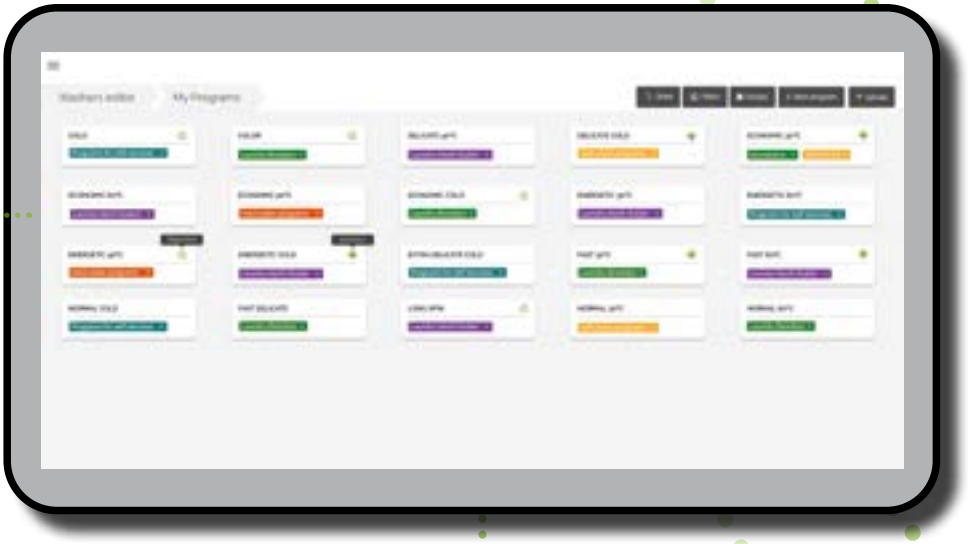
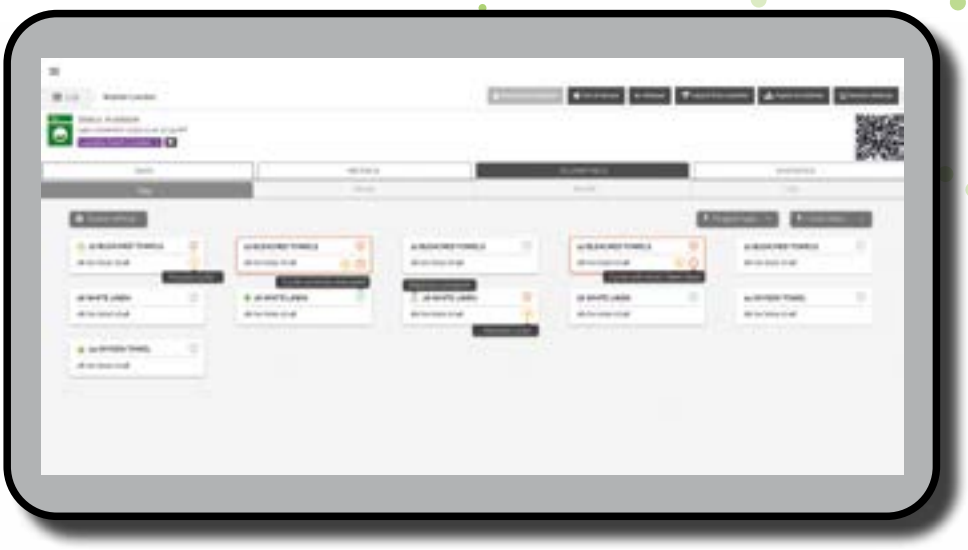
Domus machines with TOUCH II come with the connectivity feature. The licence is **free of charge**. The internet connection is via Ethernet and allows access to the world of IoT, so you can enjoy all its advantages.

Ethernet connection as standard on all TOUCH II machines.





User profiles

Owners / end users

Improved usability, efficiency and convenience.
Business control: configurable reports on production, cycles, consumption, revenue, etc.
Ensures washing and drying processes, guarantees hygiene and disinfection, washing quality, etc.

+ information + safety + control

Control panel
Customised graphs to keep track of your business

Distributors

Technological basis for new businesses, leasing, maintenance contracts, self-service, etc.
Databases of installed machines, geographical distribution, models, and more.
Greater added value of Domus machines for the customer.

+ opportunity + information + added value

Technical service

Improved customer service.
Improved, more efficient and less costly processes, avoiding unnecessary journeys.
Remote troubleshooting available.
Program telemetry, with complete information on all programs performed.
Access to user and installation manuals.

+ efficiency + support + information

SAT - Documentation

Chemical companies

Management and creation of wash and dry programs, online and offline.
Ensures washing and drying processes, guarantees hygiene and disinfection, washing quality, etc.
Remote management.
Program telemetry, with complete information on all programs performed.

+ information + management + ease

IoT
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Owners / end users

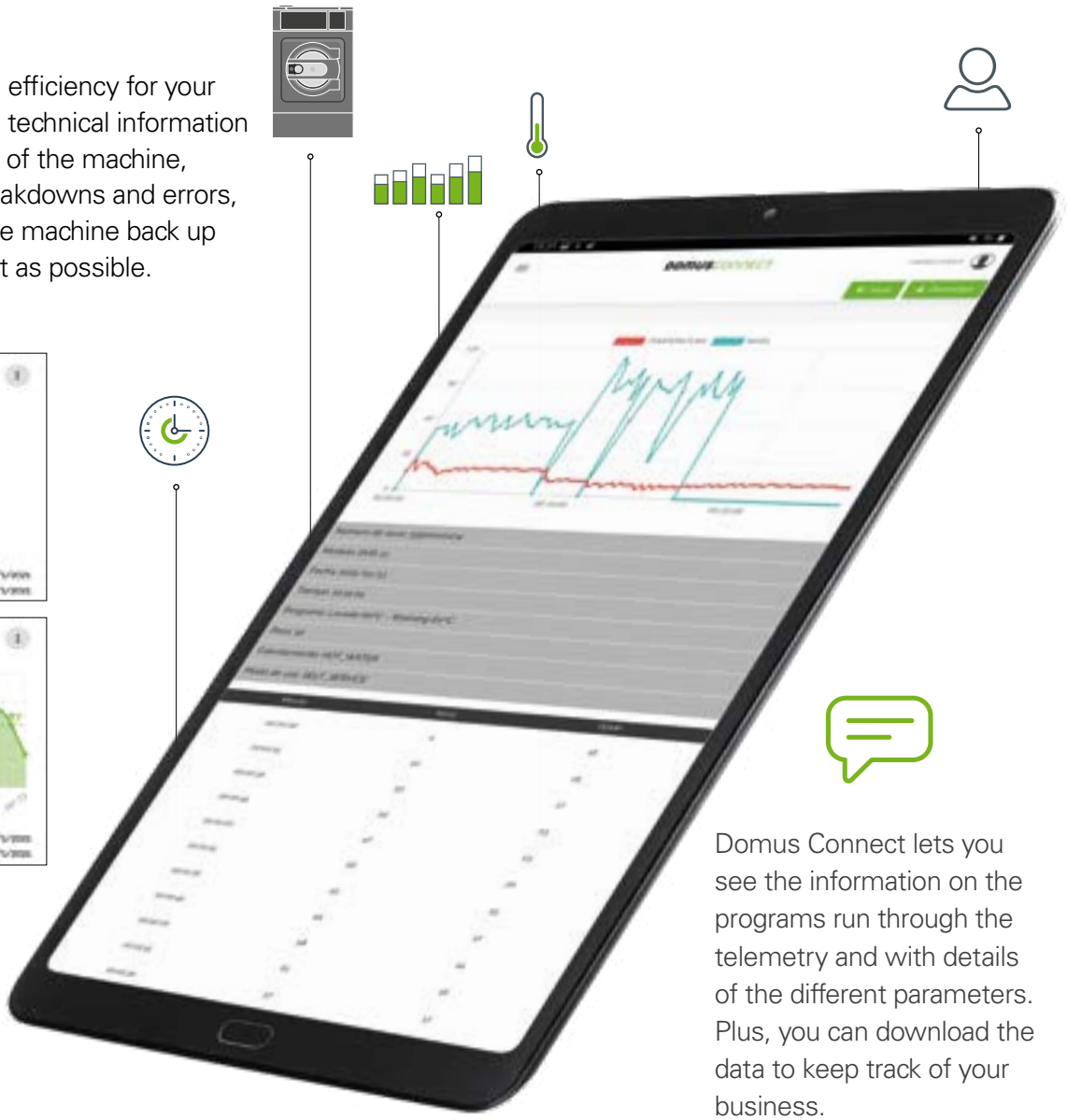
DOMUS Connect gives you the peace of mind of having control of your business. All you need to do is connect your machines to the internet (using an Ethernet cable) and you can supervise your business from home or the office, without physically travelling to the laundry.

Customers require reliability and efficiency, and you want to offer them this. Traceability of the washing and drying cycles is vital for ensuring **maximum hygiene**.

The control panel lets you configure the graphs that are most useful to you when it comes to assessing and monitoring your business or businesses. You can view logs or developments in real time, for each machine or for groups/ laundries. Times and cycles, revenue for a self-service laundry, etc.

Share the information and management with whoever you choose: internal or external technicians, collaborators, for the mutual benefit of all.

Fast action means efficiency for your business. Confirm technical information such as the status of the machine, historical data, breakdowns and errors, in order to have the machine back up and running as fast as possible.



Domus Connect lets you see the information on the programs run through the telemetry and with details of the different parameters. Plus, you can download the data to keep track of your business.

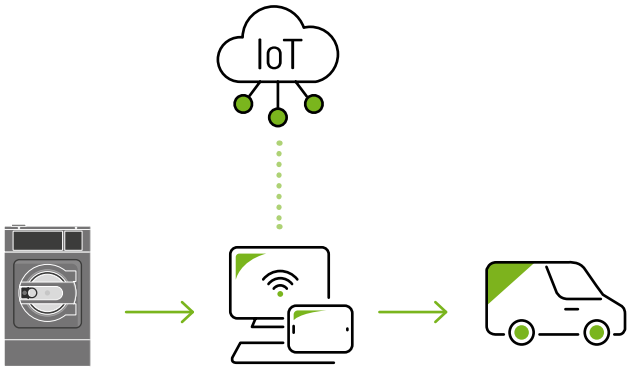
Technical service

The after-sales or commercial service is the best guarantee for winning customer loyalty. A direct connection between your technician and the machine to find out about an incident allows effective action to be taken remotely, saving on time and travel.

A quick and efficient after-sales service is essential. With the IoT from **DOMUS** you can connect remotely to the machines in order to make the best decisions.

Unnecessary visits are avoided and you can find out the real-time or historic state of the machine, allowing you to determine the most suitable action to take.

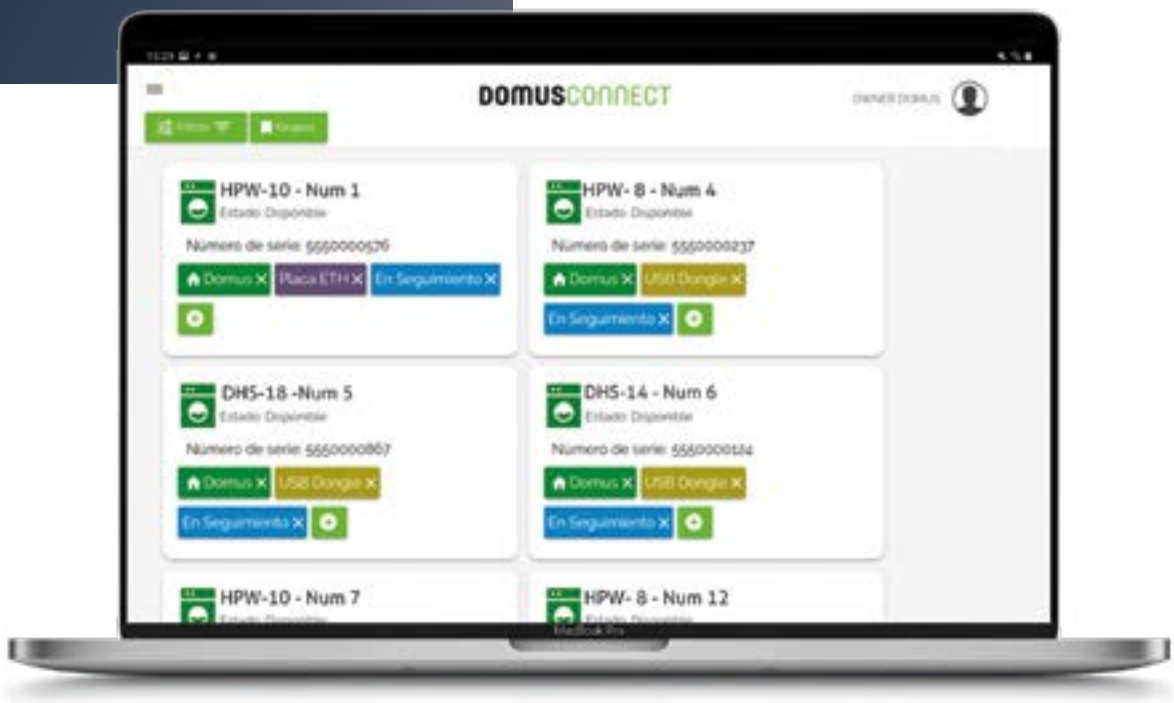
You can resolve incidents using remote tests, update software, modify programmes and use the machine from the remote desktop.



Distributor

As a distributor, good customer service reflects on your good image and their loyalty.

The **DOMUS Connect** solution gives added value to the machines and to business, with multiple benefits at your convenience: an argument in favour of why your customers should choose DOMUS machines.



Control and manage the fleet of machines sold, locate the machines by zones or sales area, organise your commercial strategy.

Optimise and bolster the technical service, improve the service thanks to the knowledge you obtain from the machines.

New businesses
Remote connection to the machines offers new business possibilities like machine leasing or pay-per-use, etc.

Chemical companies

Optimum programming guarantees the quality of the wash and your customer's satisfaction.

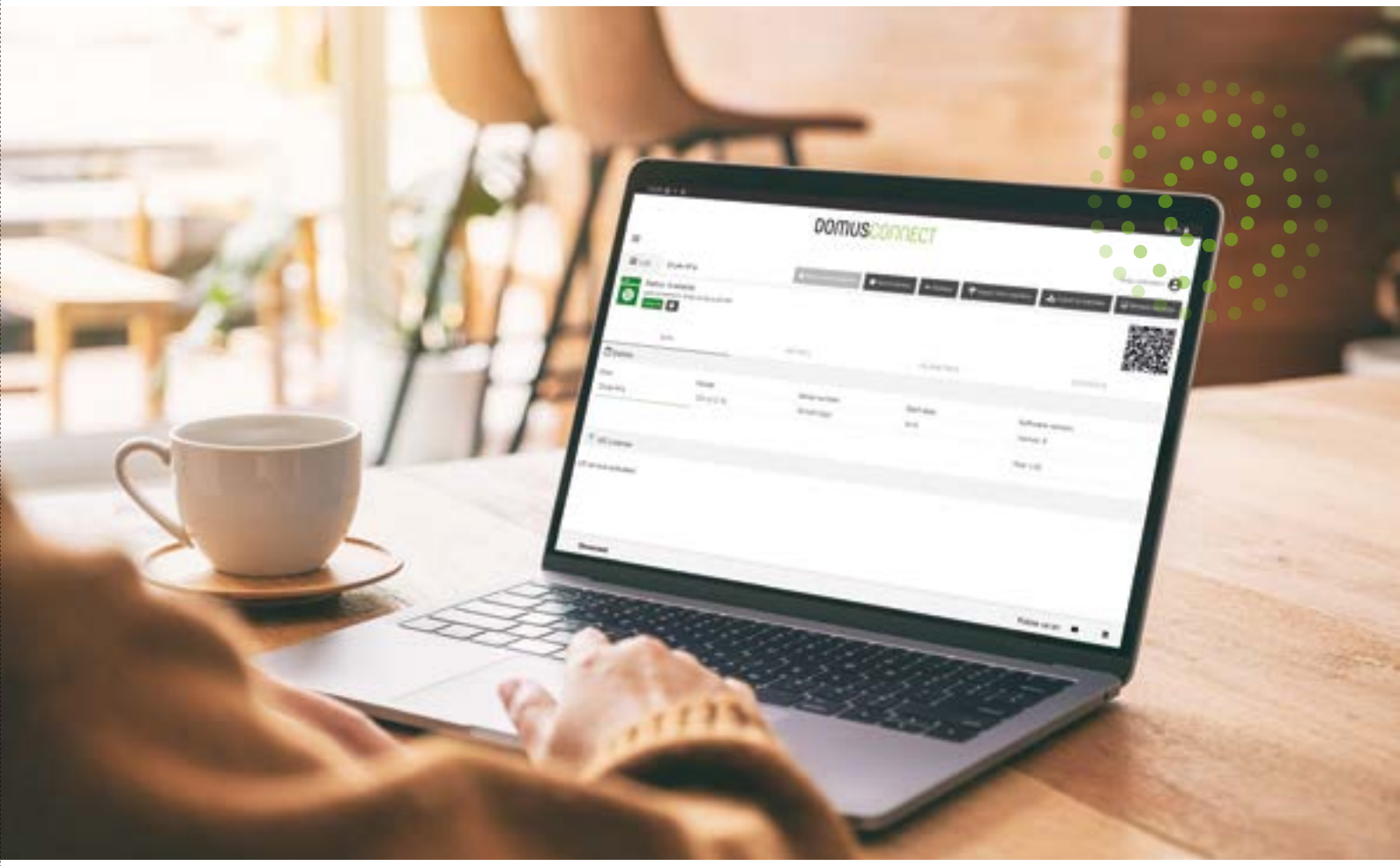
Create, manage and distribute the programs for your customers easily and simply, and track performance.

As a chemist you will receive full traceability of the wash cycles (RABC graphs) in order to guarantee the correct process (temperatures, times, cycles).

You can review programs, create new ones individually or by groups of machines, unify criteria, etc.

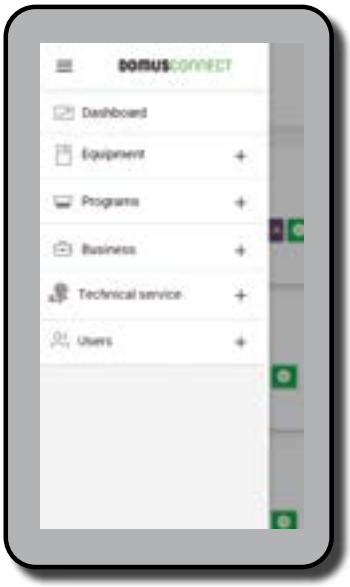
All this remotely, reducing travel and costs, and streamlining management.

Close collaboration between the chemist and the manufacturer allows for the creation of reports on the operation of the laundry to be optimised, for example.



Control panel

The control panel allows you to create customised graphs to keep track of your business and your machines. Different types of graphs are available: device status, cycles run, occupancy, revenue, geographical distribution, etc.
You can configure the graphs for the machines you want and with the desired date range.
Plus, you can download the graph information (xlsx and csv).



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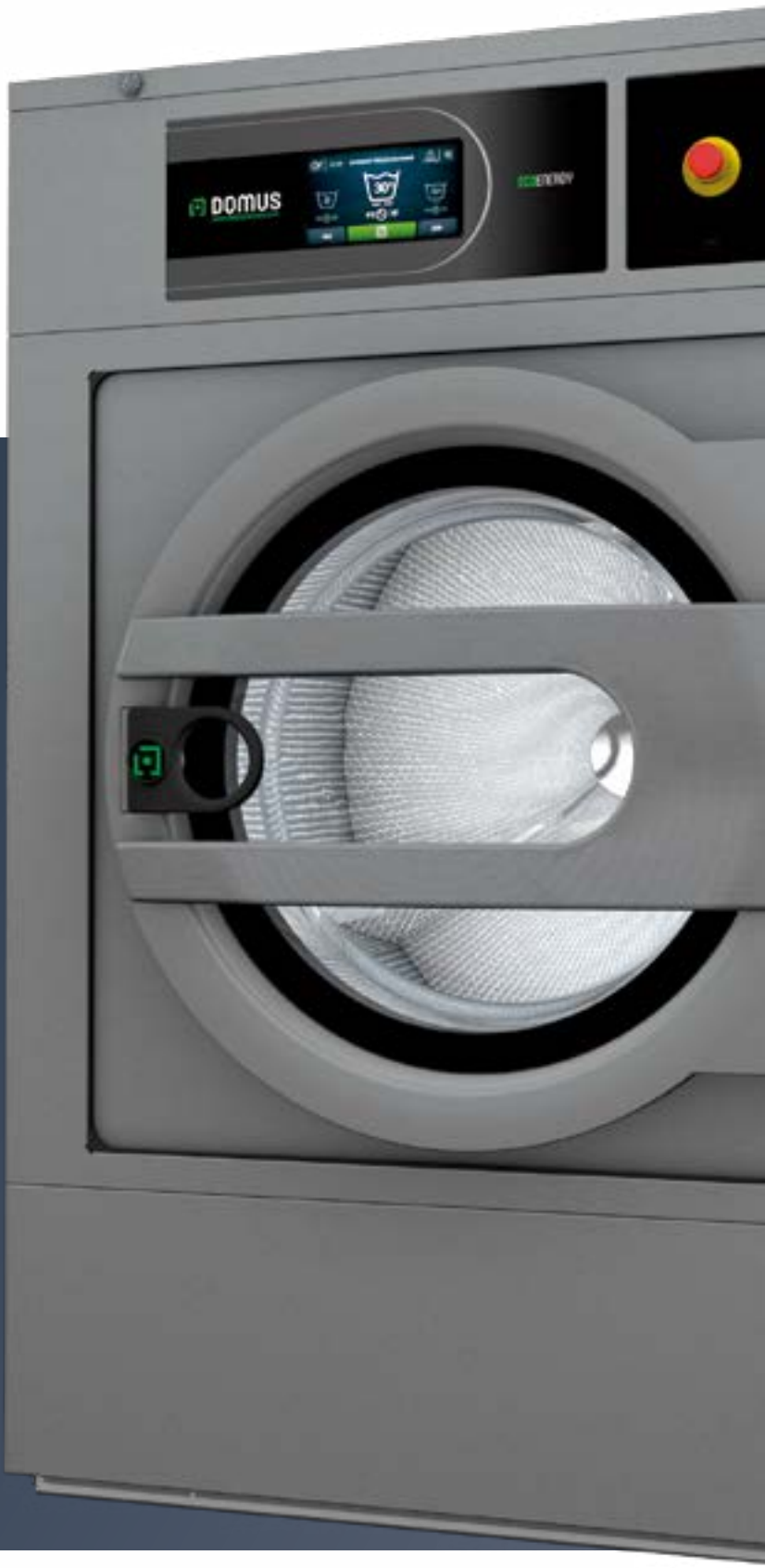

Machines

Manage your machines remotely: view the status, telemetry, statistics, etc., and filter and sort them as per your needs.

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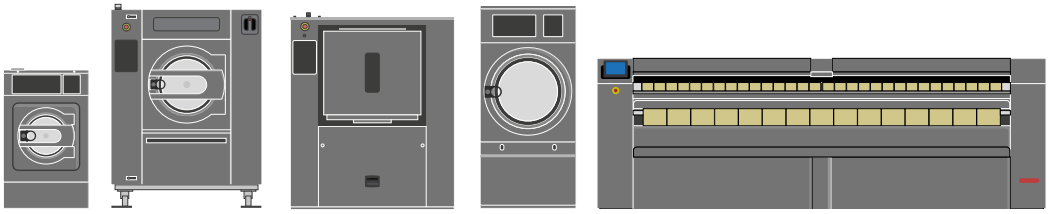
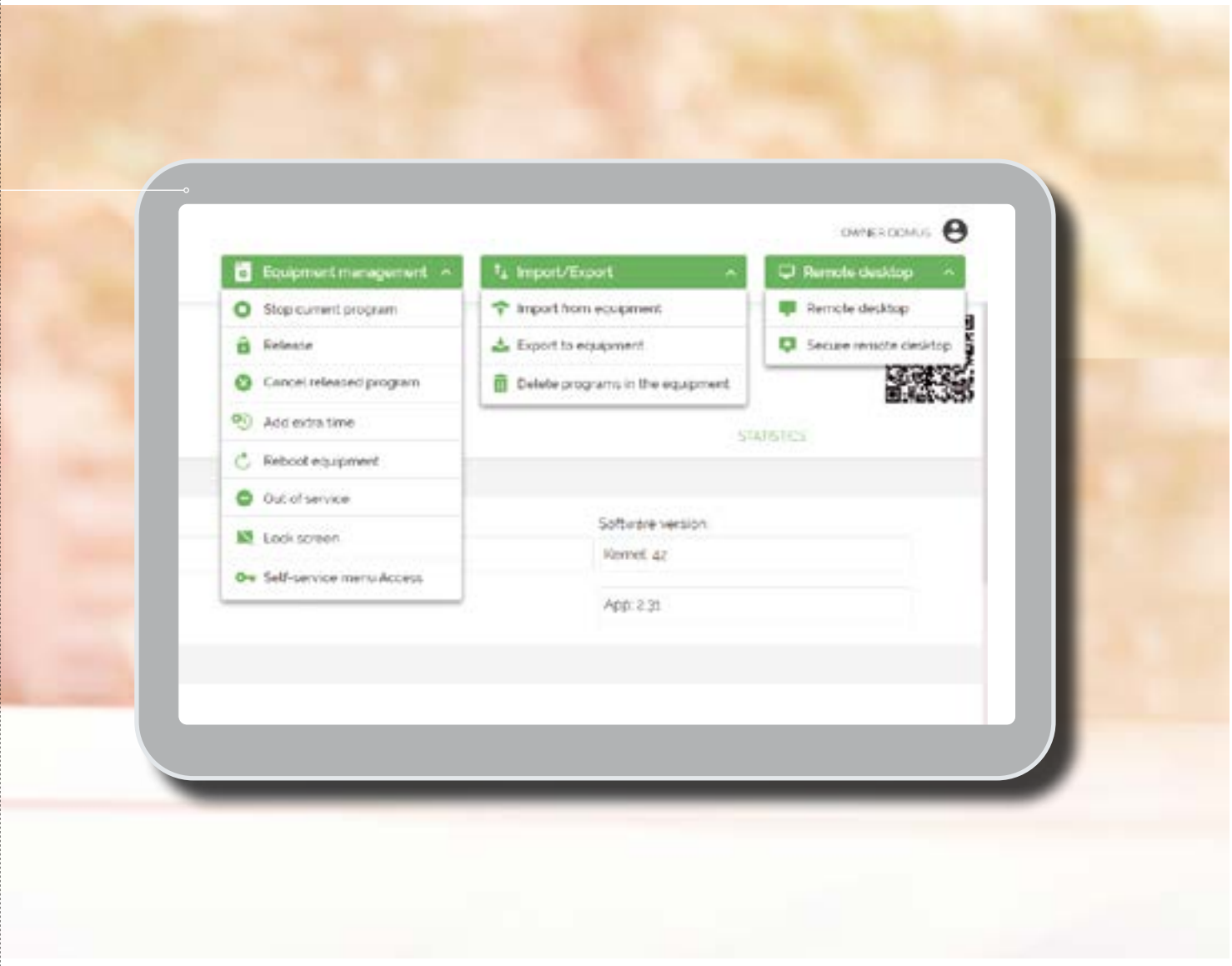
Remote machine management

You can export and import programs and configurations, stop running programs, release programs, reboot machines, etc. and operate with the remote desktop.





Programming

This menu offers you a wide range of possibilities for configuring and programming your machines remotely (machine setup, phases, wash and dry programs...), as well as for creating groups and filters, etc. The new telemetry gives you plenty of information about the machines, the cycles run, and more.

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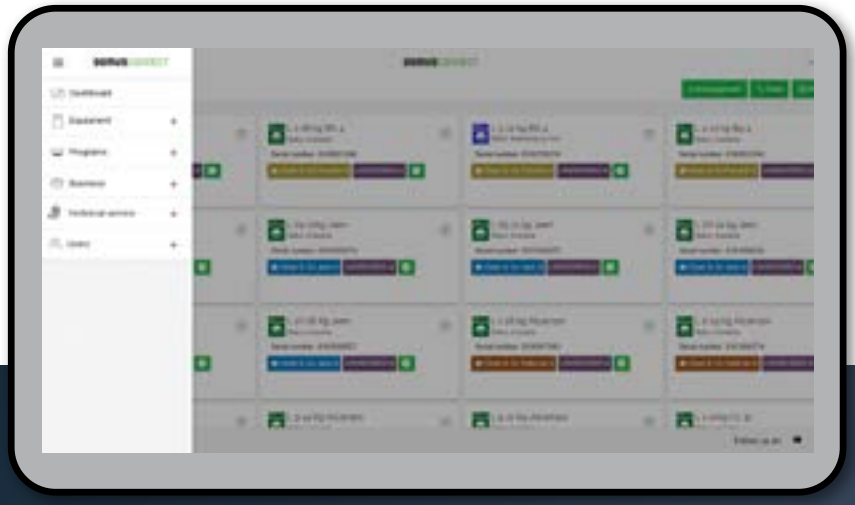


Washer/dryer editor

Customise and edit programs, phases and the machine setup.

WASHER

- Programs
- Cycles
- RABC/Telemetry
- Statistics
- Configurations
- Price plan

DRYERS

- Programs
- Cycles
- RABC/Telemetry
- Statistics
- Configurations
- Price plan

Technical service

New section of DOMUS Connect that offers the technical service information and tools to provide a better service to its customers, avoiding unnecessary journeys.

Documentation

Access to the machines' documentation (user and installation manuals).

Intervention management

Possibility of entering in the system and managing the interventions associated with incidents.

Breakdown and incident support

Incident management:
list of incidents generated by the machines.

Warning/error alert configuration

All users can set up the type of alerts they want to receive, between which hours, etc.

Businesses

From the "**My businesses**" section, the owner can configure and manage all aspects of their laundries, both self-service and OPL (laundry information, machines, opening times, operators, utility costs, etc.).

INDUSTRIAL LAUNDRIES

BUSINESS MANAGEMENT

SELF-SERVICE LAUNDRIES

INVESTMENTS

In order to be able to view reports on the business, the owner must provide data on the consumption and productivity of the business:

With all the information, the owner will obtain a complete and detailed overview of the business: reports on productivity and consumption, management of each laundry, etc.

There are two types of reports:

Productivity reports

Graphs showing the productivity of the laundry based on the capacity of the machines, number of operators, working hours and occupancy. Only available for OPLs.

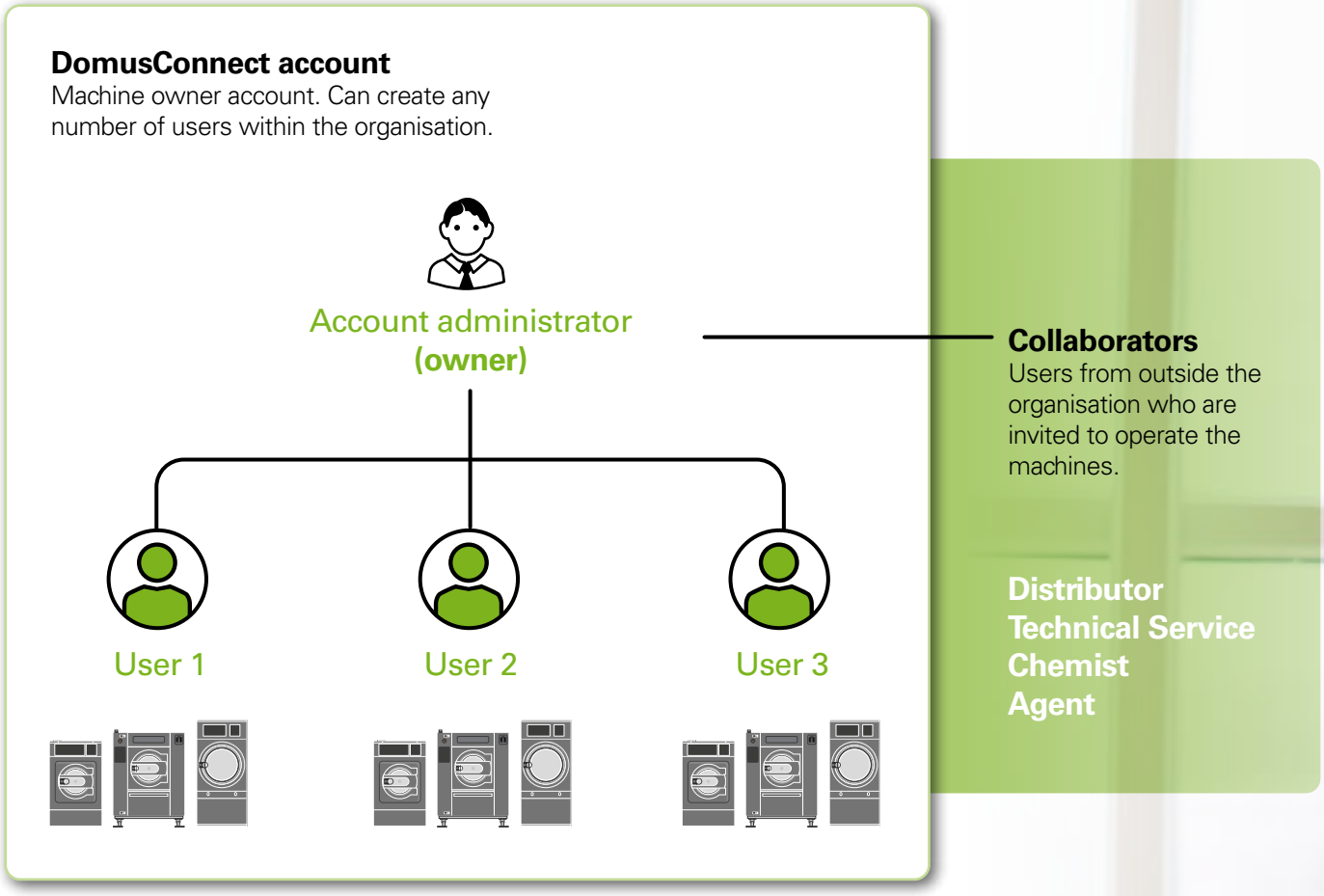
Consumption reports

Graphs showing the consumption of the laundry according to the utility costs and the estimated consumption of each model of machine.

In the case of self-service laundries, owners will also be able to consult information on the use of the Domus Connect app in their shops (operations carried out, invoices requested and issued, etc.).

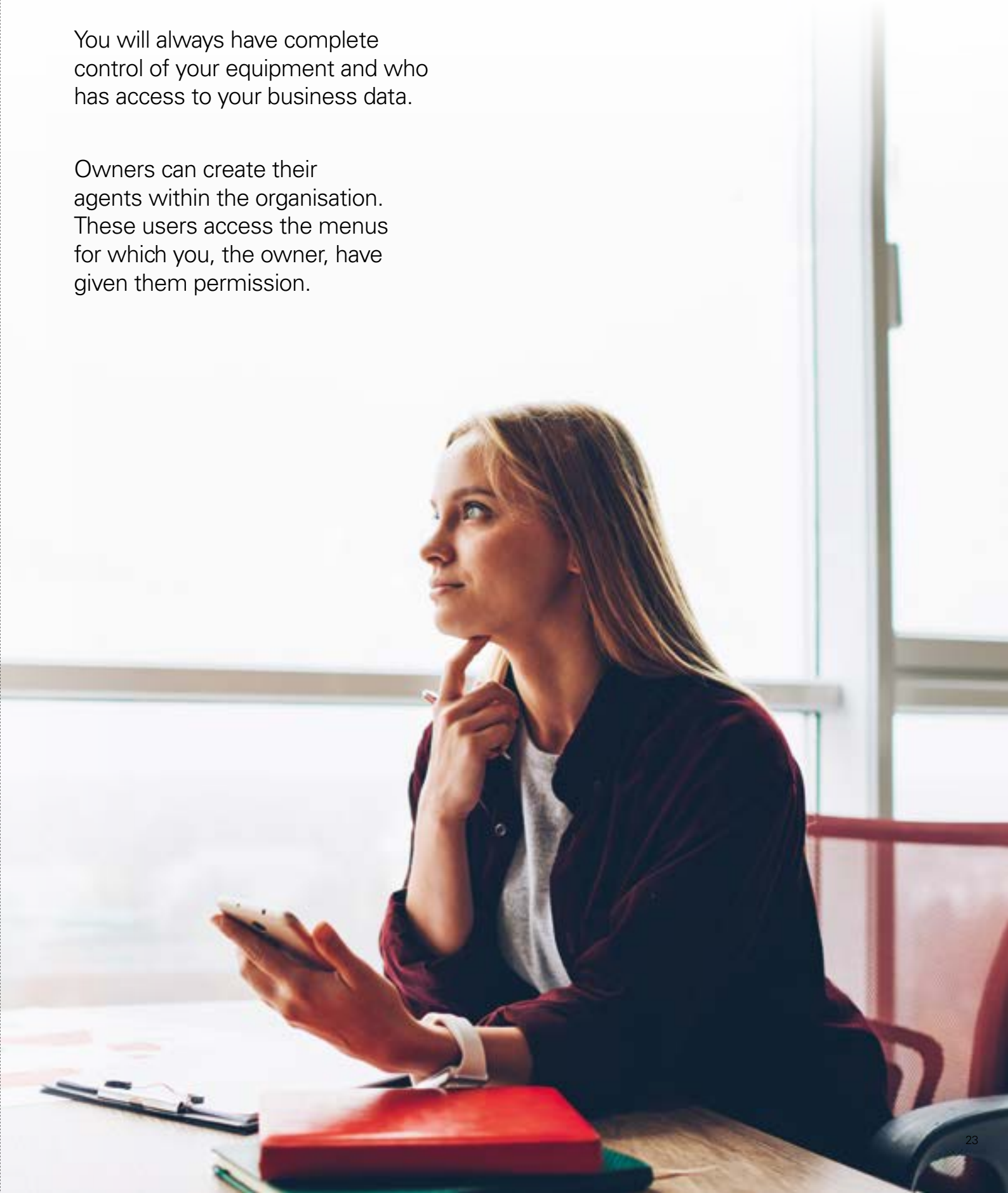
User management

By registering on the IoT platform you will be able to manage and give access to the users of your organisation, give permissions to your collaborators, technicians, agents, etc. You decide who has access and manage all their permissions.



You will always have complete control of your equipment and who has access to your business data.

Owners can create their agents within the organisation. These users access the menus for which you, the owner, have given them permission.



Self-service app

DOMUS LAUNDRY app is the most convenient option for using the service with your mobile: choose the shop closest to you when you need a laundry, select the machine and the program and, once finished, pay using your mobile.
You will also get statistics on all your washes and be able to enjoy promotions.

What is it?

Self-service laundry app

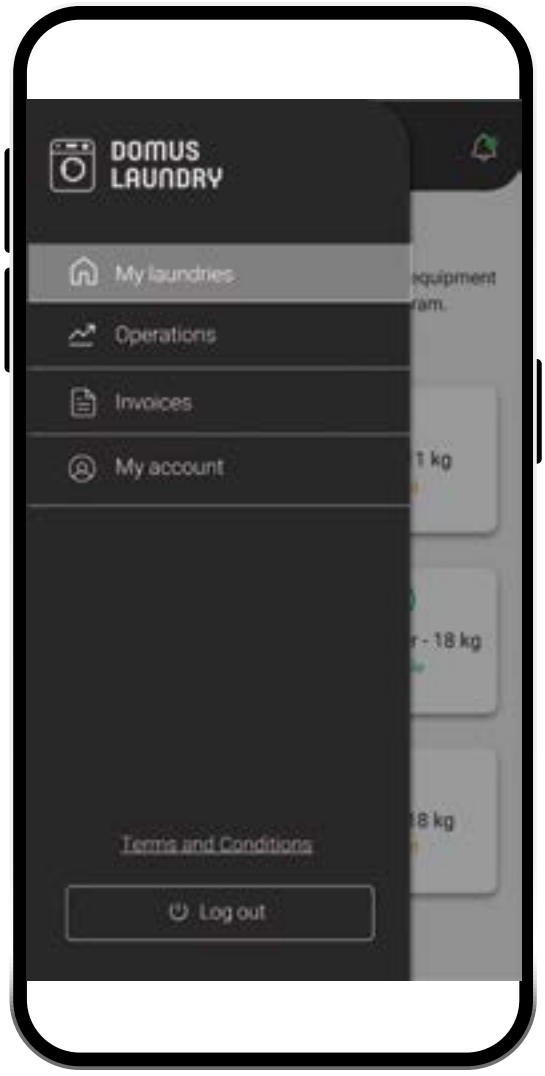
Allows users find a laundry and select, book and pay for a washing or drying program from anywhere

Intuitive and easy to use

Available for Android and iOS for **FREE**

Laundry owners can keep track of their business easily through DOMUSConnect

DOMUSLAUNDRY



Self-service app

for the owner

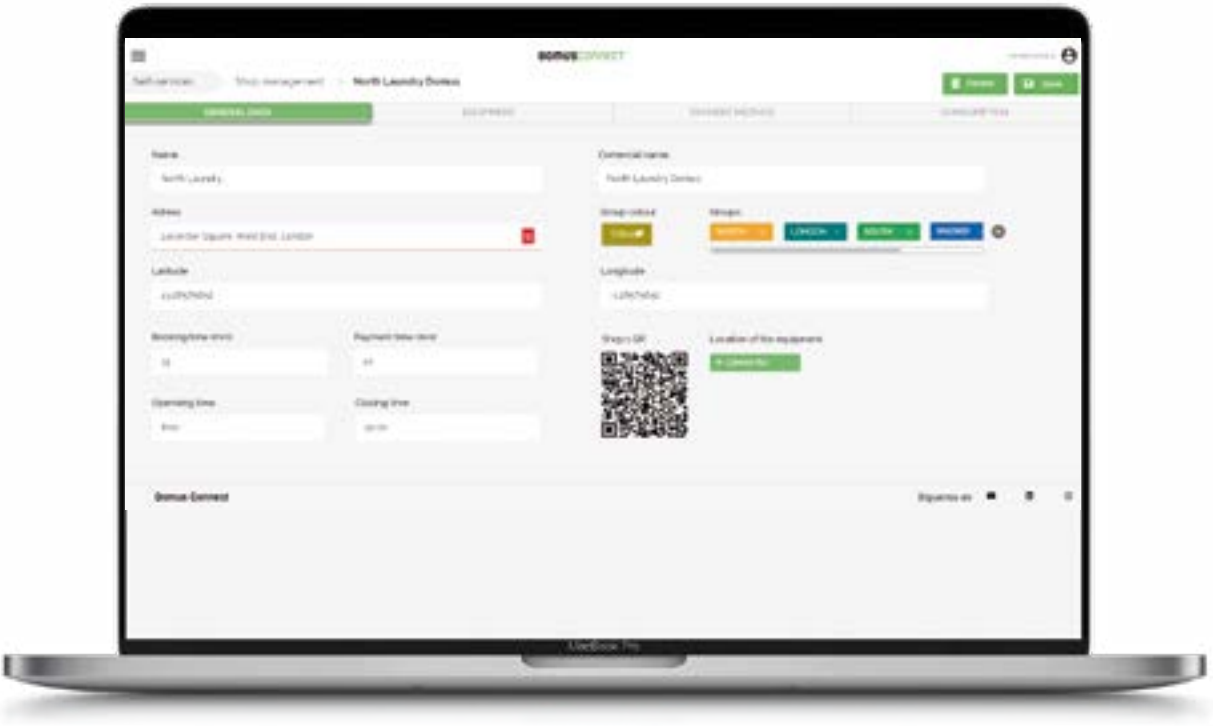
Configure and manage your self-service laundry (opening times, program pricing, payment methods, QR code, promotions, utility costs, etc.), so your customers can find your laundry on the DOMUS LAUNDRY app.

Clean&Go
By_Domus

As the owner, configure and manage your self-service laundry to maximise the efficiency of your business.

You can configure the following information about your laundry through the management platform:

- NAME
- LOCATION
- OPENING AND CLOSING TIME
- BOOKING TIME AND TIME FOR PAYMENT
- PAYMENT METHODS
- UTILITY COSTS
(WATER, ELECTRICITY, GAS AND CHEMICALS)



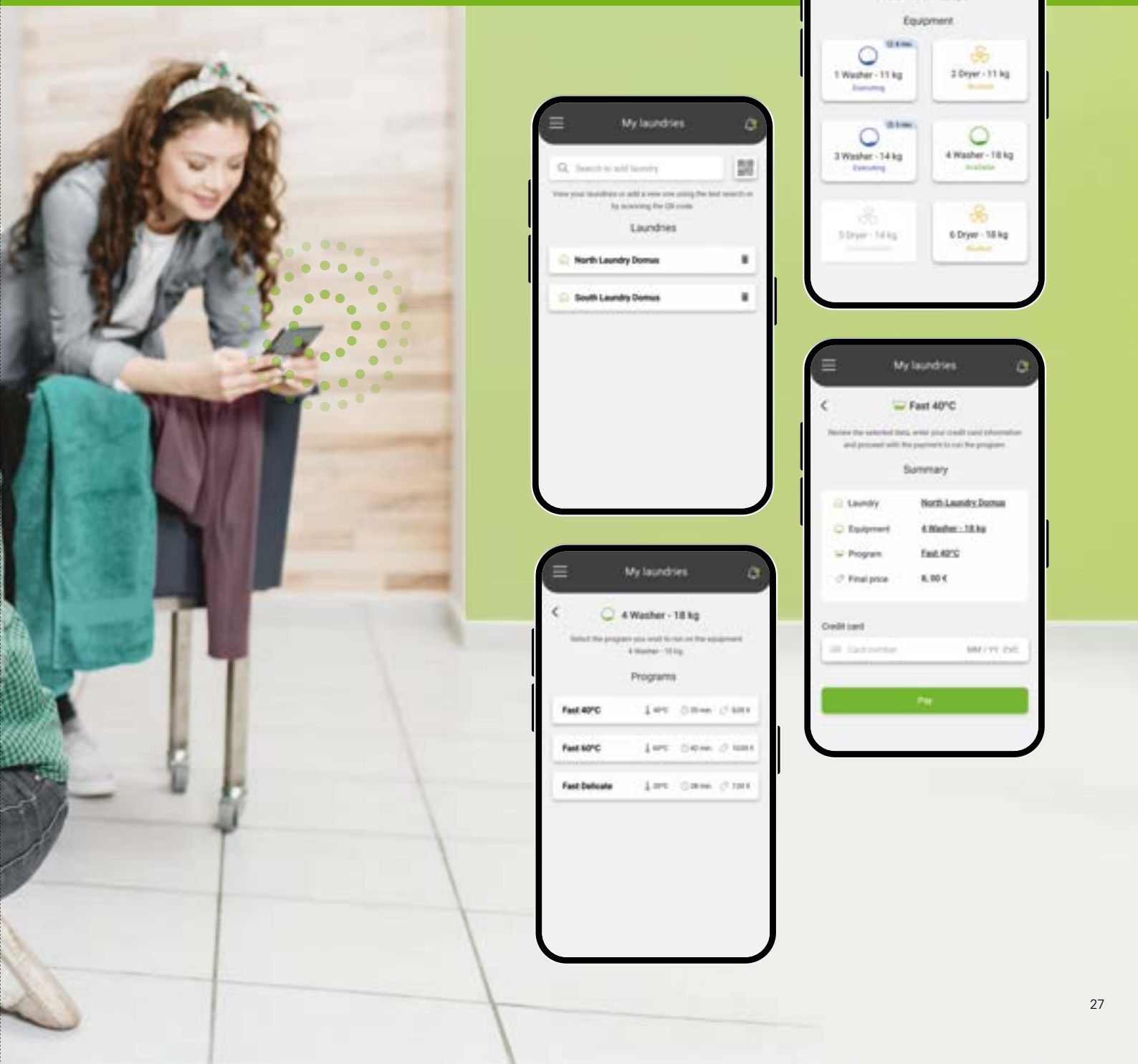
Self-service app
for the user

Offer the self-service app to your customers:

With the self-service app, your customers can search for your laundry, book and pay for the machines easily, from the app itself and through the QR code displayed on the machine screen.

Manage bookings and payments at your trusted laundry.
The app lets you:

- SEARCH FOR LAUNDRIES AND ADD THEM TO FAVOURITES
- VIEW THE STATUS OF THE MACHINES IN REAL TIME
- BOOK MACHINES FOR WASHING OR DRYING YOUR LAUNDRY
- PAY THROUGH THE APPLICATION
- RECEIVE PROGRAM ALERTS WHEN IT IS ALMOST DONE
- VIEW YOUR OPERATIONS
- REQUEST AND DOWNLOAD YOUR INVOICES
- RECEIVE DISCOUNTS AND PROMOTIONS



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