



**Business  
case**

# **Case management for facility owners with Tornio IoT platform**

## Introduction

Case management within facilities is complex as it involves many stakeholders, where some of the stakeholders might be devices, machines or applications.

The ability to stay in control, with real time updates, of operational cases is the key towards improving safety, reducing operational risk, reducing energy consumption and improving customer satisfaction.

The processed information may include personal data, of which its handling and involved processes must comply with General Data Protection Regulation (GDPR) and more.

## Principles of the solution

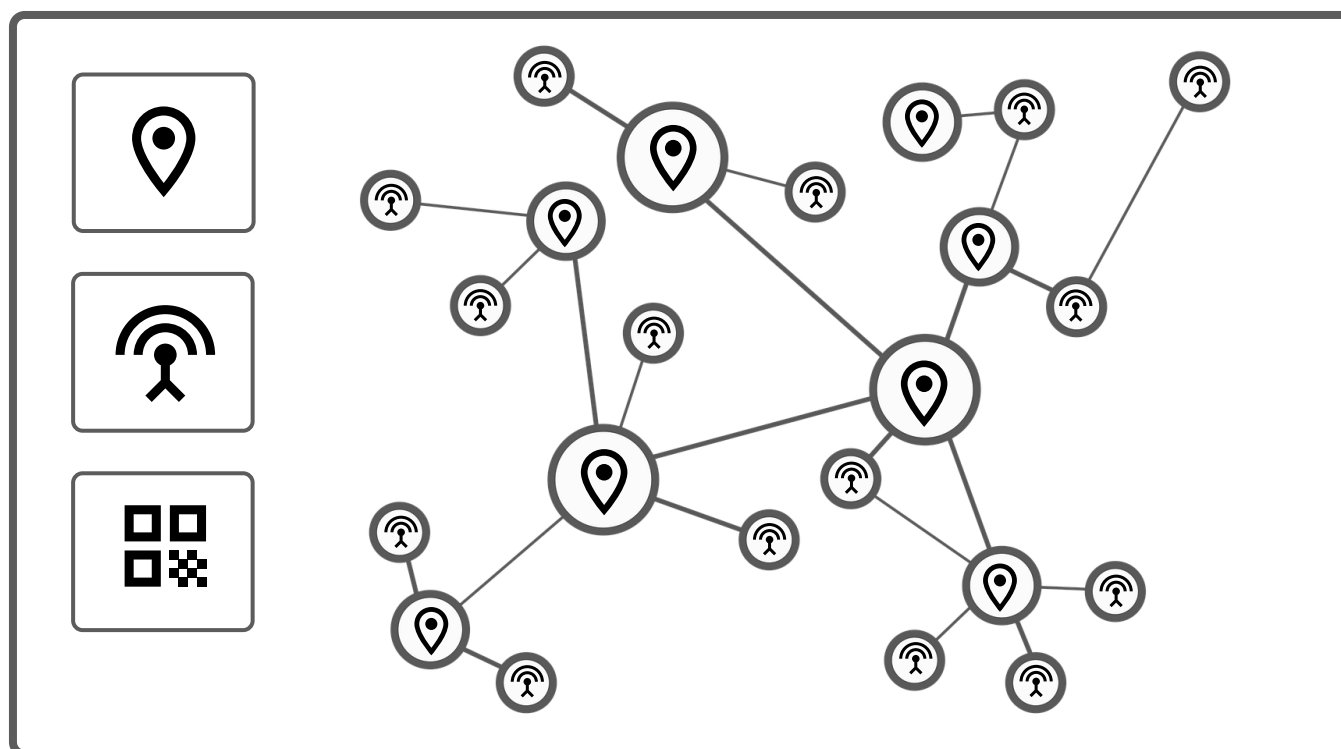
We offer a solution where facility owners and managers can organise and administrate real time case management.

This includes the ability to define spaces, define inventories and if applicable connect the inventory with the Tornio IoT connectors, creating full traceability in the machine-to-human case management.

The solution is based on the Lequinox<sup>®</sup> Distributed Ledger Technology (DLT) that will create irrefutable audit trails of all actions in the case management lifecycle – by machines and/or humans.

All in compliance with GDPR.

## Case management at a glance



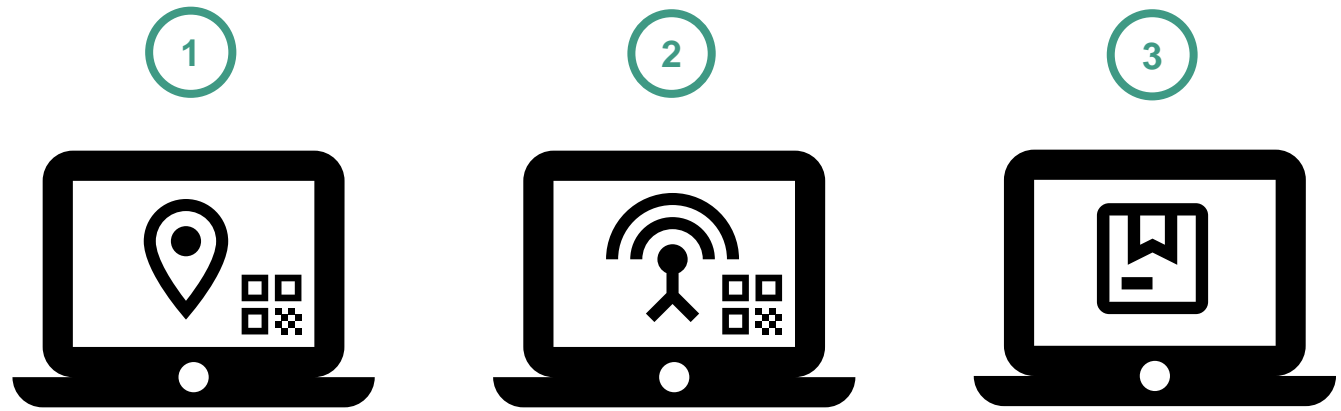
Case management with the Tornio IoT platform reduces risk in facility management with a real time facility overview, including spaces, inventories and connected devices. All actions in the case management lifecycle include irrefutable audit trails.



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## Administration



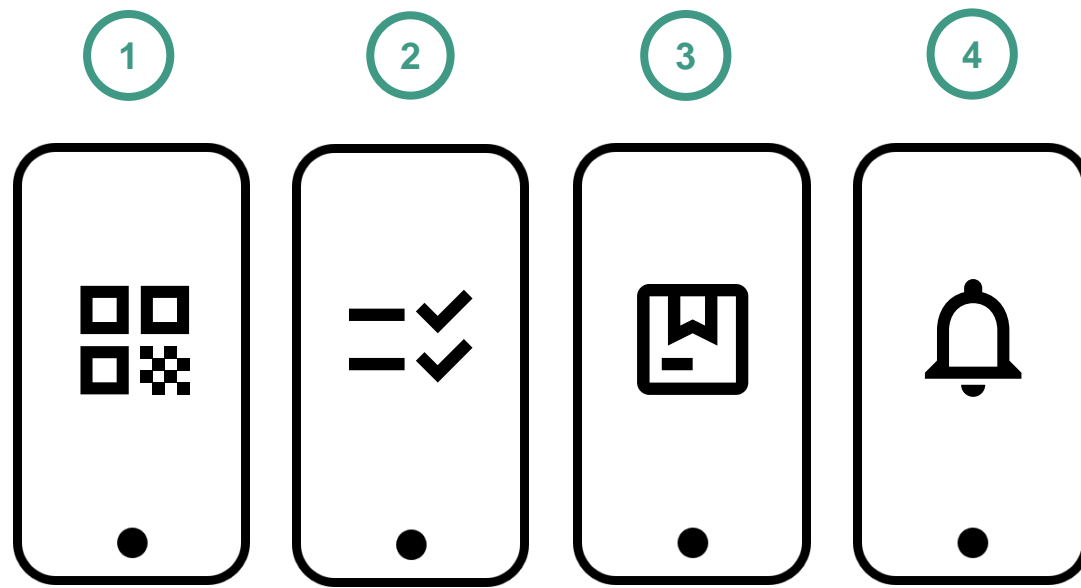
1. Generate/Edit a space, including QR code management.
  2. Generate/Edit inventory in a space, including QR code management. If applicable, connect the inventory with the Tornio IoT connectors.
  3. Sign and Seal the complete process.
- The *Signed and Sealed* information is automatically *encrypted, protected and stored* in an own digital archive, including the *irrefutable audit trail* (who did what and when).



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## Case management by User



1. User scans the QR code for the space or inventory.
  2. User completes the checklist for the space or inventory and takes a photo, if applicable.
  3. User Sign and Seal the case, to be sent to the facility manager.
  4. User is notified on all updates on the case until closed.
- The *Signed and Sealed* case is automatically *encrypted, protected and stored* in an own digital archive, including the *irrefutable audit trail* (who did what and when).

## Case management by Facility manager



1. Manager opens an incoming case and acts on the case information. Manager solves and closes the case.
  2. Manager Sign and Seal the solved/closed case.
  3. User is notified of all case updates until the case is closed.
- The *Signed and Sealed* case is automatically *encrypted, protected and stored* in an own digital archive, including the *irrefutable audit trail* (who did what and when).



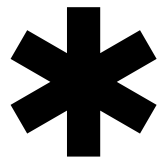
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## Improved user experience

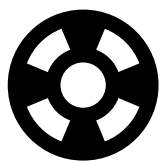
The ability for tenants to create cases, including notification of changes in the complete case process improves the customer satisfaction within facility management.

## Your business outcomes



### Risk

- Reduced risk in facility management as the system provides a real time overview of all open and/or closed cases.
- The Lequinox DLT platform ensures that all case information is encrypted and protected with an irrefutable audit trail.



### Safety

- Improved safety for facility owners, managers and tenants, as cases can include reporting of dangerous situations.
- The Lequinox DLT platform executes set policies in the complete case process.



### Efficiency

- Improved efficiency as all parties are notified of all changes related to a case, from creation to closure.
- The Lequinox DLT platform ensures that all case information is protected in an own digital archive.



### Community

- QR codes for case initiation simplifies and improves usability, increasing customer satisfaction.
- The Lequinox DLT platform ensures that all case information is encrypted and protected with an irrefutable audit trail.



### Environment

- Improved environmental footprint, due to real time monitoring of cases, including cases generated by inventory, machines and devices reporting need for service and/or deviations.
- The Lequinox DLT platform creates the foundations to optimise existing or create new processes and services in compliance with regulation.



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