



# CASE STUDY

How a Systems Integrator increased margins by 7% within their first month of adding smart tools to thier Control Panels.

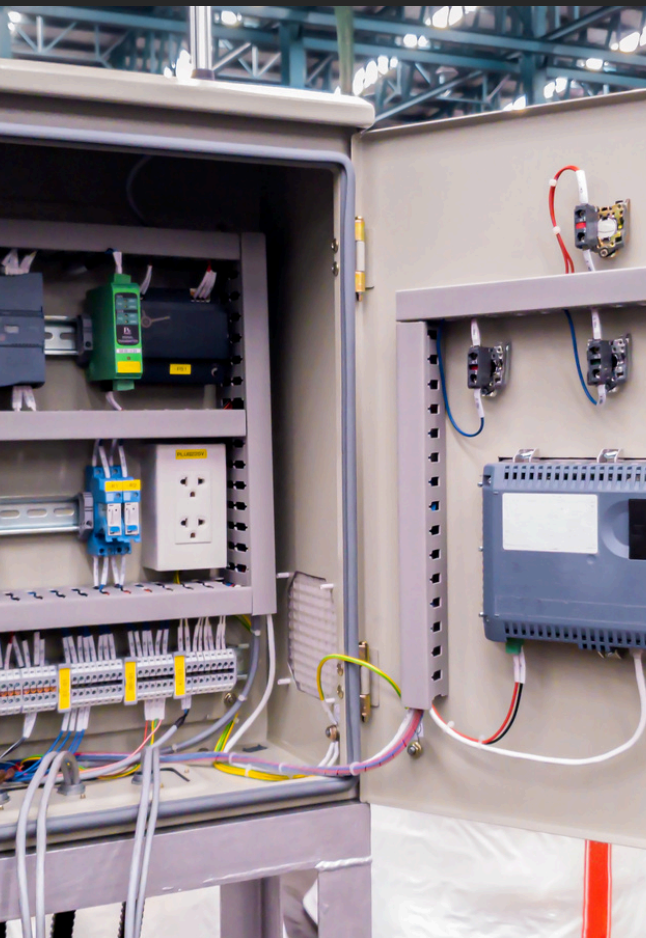
# OVERVIEW

RIOT Industrial is a leading machine data company. Specializing in SCADA and AI based data analysis solutions, we support System Integrators across North America.

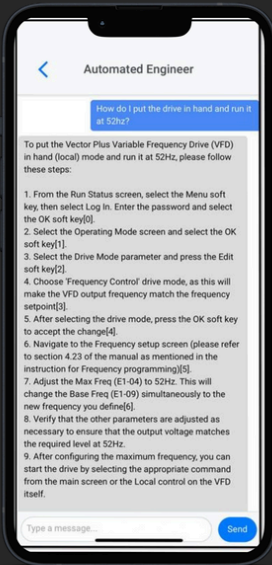
## BACKGROUND

A forward-thinking system integrator sought a competitive edge in an increasingly commoditized control panel market. By embedding the Process Expert (PE)—an AI-powered troubleshooting and support tool—directly into industrial control panels, the integrator transformed each build from a hardware-only deliverable into a value-added, smart support solution.

The result? A 7% increase in project margins in just the first month of rollout—without any increase in material costs, headcount, or project management time.



# THE CHALLENGE



Traditional industrial control panels are often shipped with limited or static documentation. When operators or maintenance teams encounter issues, they must either dig through outdated manuals or call the OEM/integrator for support—driving up downtime and post-sale service costs.

By embedding intelligence into the panel itself—making it accessible on-demand—integrators can reduce customer headaches and differentiate themselves from other panel shops.

## TECHNICAL IMPLEMENTATION

THE SYSTEMS INTEGRATOR DEPLOYED  
A CUTTING EDGE SOLUTION THAT DELIVERED  
BETTER THAN EXPECTED RESULTS ON DAY 1

The Solution Consisted of:

- RIOT Process Expert
  - Secure Closed-Source AI tool designed for industrial processes
- Documentation
  - PLC/HMI Programs
  - Major component documentation (PLC, radio, etc.)
  - Wiring Diagrams
- Vinyl Sticker Printer
  - Hi-Viz Orange vinyl tape



# SOLUTIONS

The integrator tied Process Expert to panels during the Factory Acceptance Test. Using a durable QR code mounted on the outside of the enclosure, customers gained instant access to a secure, AI-driven support portal customized for each panel.

## AI-ENABLED IN 15 MINUTES

- Backend Setup
  - Integrator used the step-by-step setup tutorial to configure the AI with the needed information
  - This included manuals, programs, diagrams, etc.
- Customer Access
  - Using the Public Link section, the integrator generated and printed a QR code on Hi-Viz vinyl tape that could be accessed from any mobile device

File Upload	
You can upload up to 15 documents relating to the equipment/process Manuals, Safety Guides, Standard Procedures, Product Catalogs, etc.	
Friendly Name of Equipment* Pep Link Max BR1 Gateway	<button>Name Plate</button> <button>Manuals</button> <sup>2</sup>
Friendly Name of Equipment* Other Documents	<button>Name Plate</button> <sup>1</sup> <button>Manuals</button> <sup>4</sup>
Friendly Name of Equipment* Oleum Tech Smart Pressure Transmitter	<button>Name Plate</button> <button>Manuals</button> <sup>4</sup>
Friendly Name of Equipment* Sensia MC4 Flow Meter/Totalizer	<button>Name Plate</button> <button>Manuals</button> <sup>4</sup>
Friendly Name of Equipment* Modicon M340 Series PLC	<button>Name Plate</button> <button>Manuals</button>
Friendly Name of Equipment* Phoenix Contact Radioline Series	<button>Name Plate</button> <button>Manuals</button> <sup>3</sup>
Friendly Name of Equipment* Harmony GTO HMI	<button>Name Plate</button> <sup>1</sup> <button>Manuals</button> <sup>5</sup>
<button>+ New Equipment</button>	

# OUTCOME

The integrator's innovative approach paid off instantly. In just the first month, the intelligence value-add increased margins by 7% while also increasing customer engagement and new orders.

## WITHIN FIRST 30 DAYS

- 7% Increase in Project Margins
- Clients were willing to pay a premium for panels equipped with embedded smart support.
- Reduced Post-Sale Support Calls
- Customers began solving common issues in-house using the Process Expert tool, decreasing technician dispatches.
- Streamlined Documentation Delivery
- Instead of emailing files or printing binders, integrators uploaded project artifacts once—giving end users permanent, searchable access.
- Upsell Opportunity Unlocked
- The integrator began offering PE as a value-add upgrade across all panel types—opening the door to new recurring revenue from ongoing AI support subscriptions.

# RESULTS

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Clients appreciated the modern support experience.

*“The QR code on the panel saved us two hours of downtime over the weekend—huge win.”*

*—Operations Manager*

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## TAKE AWAY

By embedding the Process Expert into their control panels, the systems integrator turned a hardware deliverable into a living, breathing support solution.

The AI-powered interface of the Process Expert not only improved customer satisfaction but also unlocked recurring value and margin expansion in a traditionally tight-margin industry.

Process Expert isn't just a support tool—it's a revenue strategy.

*RIOT Industrial: Smart solutions for smart integrators.*

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# CONTACT US TODAY

Inspired by this success story?

Schedule a call today.

**BOOK NOW**



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