



A Question For All Building & Lighting Automation Manufacturers:

**When To Bypass Your Regular Consultant
And Call In the “Expert’s Expert”?**

Answer: When the stakes are especially high.

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Which is exactly where they were when a Japanese maker of automation systems learned that its trusted device - communications protocol had spawned an unexpected problem – one that jeopardized the launch of its second generation of building automation solutions.

The protocol:

IEIEJ BACnet – the language of Japan's smart infrastructure, which complies with the nation's version of the standard BACnet protocol. IEIEJ stands for Institute of Electrical Installation Engineers of Japan. BACnet is the global communications protocol standard published by BACnet International, USA.

The problem:

This manufacturer failed to connect IEIEJ BACnet to BACnet International's global standards. As a result, the smart equipment it was about to roll out could not talk to the hubs, valves, modules, and controllers of non-Japanese manufacturers; a disconnect that threatened to render all this second-generation equipment utterly useless.



Any hope of saving this product line hinged on the manufacturer's ability to cure the disconnect between IEIEJ BACnet and BACnet International's global standards.

"The disconnect could have been seen as just a mere hiccup", said Vishal Rathod, Softdel's Director of Digital Transformation. "But in the marketplace of digital innovation for mission-critical automation systems, all it takes is a hiccup to derail big plans."

To Clear This Roadblock, the Manufacturer Selected a Detail-Driven Ally in Softdel



"The client was very particular in its search for help," confided Rathod. "They didn't pursue big names to play it safe; this was too important. Nor did they look for a generic development partner who would simply implement as instructed. Rather, they sought true industry expertise in building automation and BACnet communications technologies; an innovation partner who would challenge and guide them."

An expert's expert:

They found it in **Softdel, a next-gen Digital solutions company** with two decades of history in the building technologies space.

“We understood the gravity of the situation and the high stakes that were involved,” said Rathod, who previously served as the company’s head of engineering. We also recognized the client’s unstated needs.” Among them: to speak the client’s language! To this end, Softdel formed a multi-lingual team to eliminate language barriers and effortlessly counsel the client’s engineers on solutions to their challenges.



Ultimately, Softdel’s ready-to-deploy BACnet stack quickly integrated BACnet across the client’s building products, from advanced workstations to controllers to field sensors and actuators. And the firm customized its stack to ensure compatibility with BACnet’s Japanese version (IEIEJ).

To Test or Not to Test?

“Test!” Says Softdel, and Then Proceeds to Make it Easy

The hurdles did not end there. The manufacturer encountered another challenge during the deployment process; namely, what to do with the countless BACnet protocol-enabled controllers that were used in the building management system?

To test the controller functions, the manufacturer was required to create a large set of BACnet points in the network and build extensive testing environments with real-time devices. Because neither was realistic nor cost effective, Softdel suggested using its BOSS-BACnet simulator to make this testing environment a reality.

With help of the BOSS tool, the client could create a virtual network of BACnet points and test in lockstep with use cases



Softdel combined diligence and technological mastery to help this client reduce time to market for its next-gen products; and in doing so, laid the foundation for Japan's second-generation building automation solutions. Its efforts spawned a butterfly effect sure to culminate in the grandeur of the upcoming Tokyo Olympics.



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