



Banyan Hills Technologies

INTRODUCTION TO CANOPY



Founded in Atlanta, 2013



+100,000 Active Locations



+1M Connected Devices



+600 Direct / Indirect Clients



- > Close to a **decade of experience** developing our product from the ground up, purpose built for **Remote Device Operations**.
- > **Scalable and proven in locations across the globe** with 24/7 Canopy customer support and servicing.
- > Off-the-shelf and customized device integrations **driving automation and the highest level of device connectivity**.
- > A truly **horizontal platform** that serves customers across industry verticals and in the **most complex operating environments**.
- > World class and **industry tested**. With extensive capabilities and an intuitive interface, our technology is purpose built to **enable true digital transformation for your business**.



Providing Remote Service Providers guaranteed **Uptime and Availability** through centralized visibility and control of connected devices.



REAL-TIME DEVICE
HEALTH VISIBILITY



LABOR
AUTOMATION
& OPTIMAZATION



ENHANCED
SECURITY



MAXIMIZE
DEVICE
AVAILABILITY



RECURRING
REVENUE
EXPANSION

NextGen .remote .device .operations

> Universal Integration

Integrate to any device and enterprise system that make up your technology deployment, for the benefit of making sure your device deployment is always up and running.

> Centralize Visibility

View your devices and their respective health through a single management console, organizing them into a logical hierarchy that maps to your business operation.

> Enable Device Management

Activate the ability to remotely control, access, and manage devices and systems that have been integrated into the remote device operations platform.

> Automate Outcomes

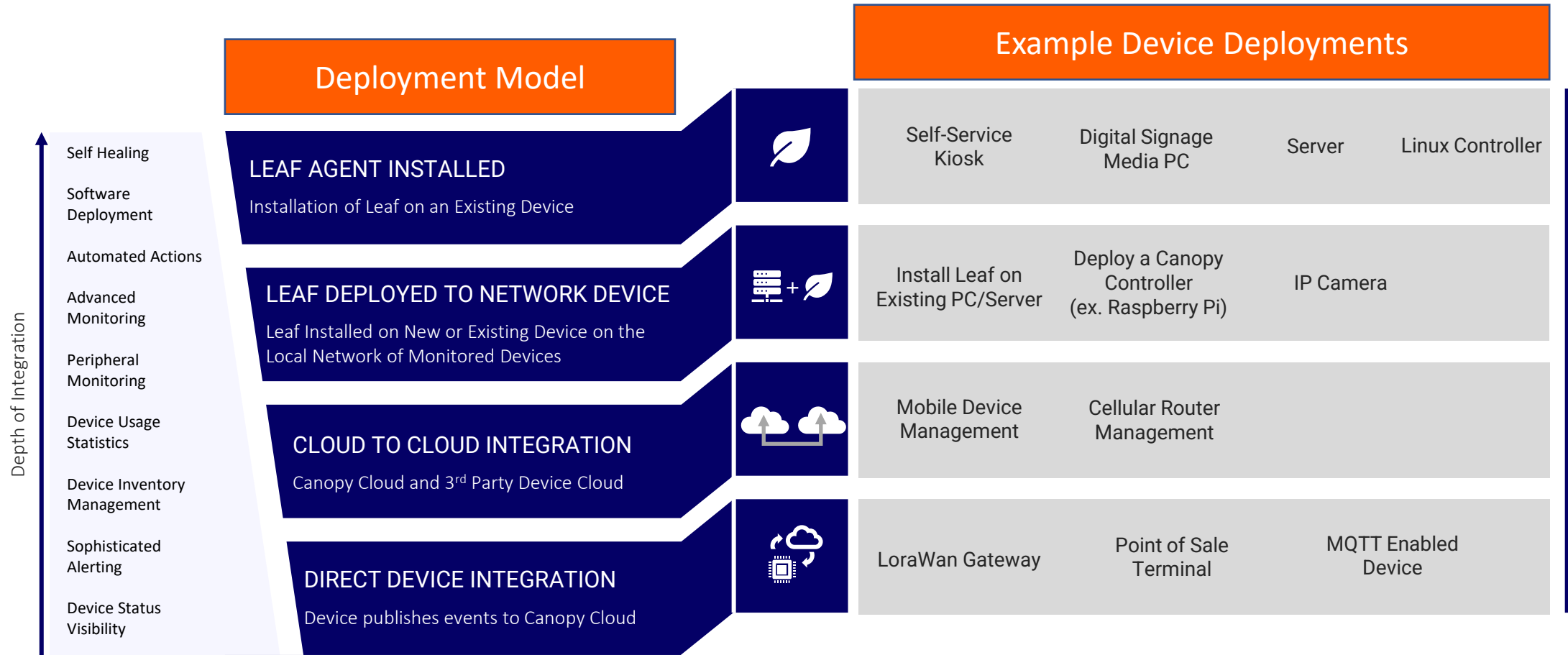
Configure workflows to automate the provisioning, enrollment, and activation of devices. Leverage the same automation engine to drive alerts and notifications, integrations, and automate resolution to uptime impacting issues.

> Measure to Improve

Canned reporting and on-demand Analytics to provide the Remote Device Operations information required to ensure the continuous optimization of your deployment.



Leveraging universal device integration capabilities, Canopy is deployed via a variety of methodologies to ensure your entire ecosystem of unattended devices & technology is managed on a single platform with robust remote management functionality.





The Leaf Agent is **designed to be installable anywhere**, allowing you to connect to any operating system environment. Leaf then **enables a range of functionality** including data capture / transmit, command execution, software distribution, local watchdog / autonomous behavior, etc.

FLEXIBLE DEPLOYMENT CAPABILITIES

- Silent Installer - Local
- Over The Air
- SSH Implementation
- SW Imaging Process
- Kubernetes
- Docker

ROBUST PLUG-IN ARCHITECTURE

- SNMP Monitor
- Stomp Queue Watcher
- MQTT Topic Consumer
- Ping Monitor
- Log File Watchers
- Log File Appenders
- Software Monitor
- Generic Hardware Monitor
- Database Watcher
- File Watchers
- Version Watchers

REMOTE ACTIONS AT SCALE

- Download
- Executor
- Fast Poll
- File Information
- List Directory
- List Windows Updates
- Reboot
- Rename Computer
- Screenshot
- Service Control
- List Directory
- System Updates

LIGHTWEIGHT, OPERATING SYSTEM AGNOSTIC

Out-of-the-box and unlimited Linux and Windows **integration** capabilities, designed to use minimal resources while in operation.

ADVANCED DEVICE MANAGEMENT

- Software Distribution
- SW & Firmware Mgmt.
- Agent Updates & Mgmt.
- Content Updates
- Offline Execution Logic
- Automation Deployment





.fast .flexible .extensible

Real-Time Health & Monitoring:

Rich operational dashboarding capabilities, providing real-time visibility into configurable KPIs that monitor critical points of failure within your deployment.

Device Lifecycle Management:

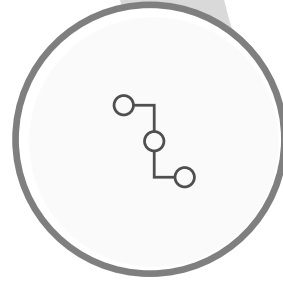
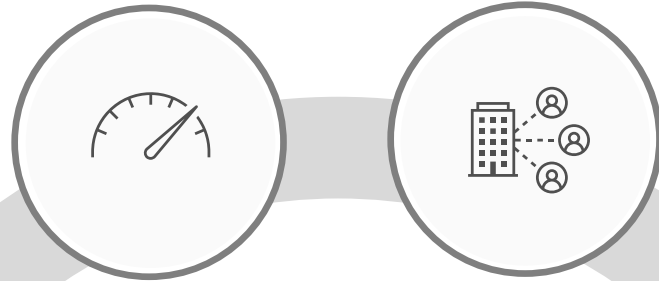
Automate and track the end-to-end details and associated life-cycle of devices systems under management.

Centralized Visibility:

Centralized and configurable visibility to all devices and associated locations, organized into a flexible organizational hierarchy that mirrors your business.

Device & System Integration:

Ability to connect to any device and ancillary management systems within your environment, for the purposes of enabling remote device operations and service.



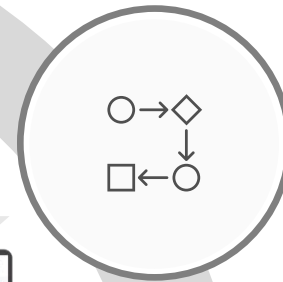
Branding - White Labeling

End-to-end Branding capabilities to support your go-to market needs.

ID	Device Name	Location	Health	Energy Use	Connectivity	Hardware Available	Software Availability	Provision	Service Status	Payment Terminal
canopy001	Banyan Office	3558 Pacifico Island	78.7	100%	89%	100%	100%	100%	100%	100%
canopy002	Banyan Club Location	4026 Lake Hill Court	70.9	100%	89%	100%	91%	100%	100%	100%
canopy003	Charlotte Douglas Int'l	1500 John Brantley Dr	65.8	100%	87%	100%	91%	100%	100%	100%
canopy004	Bullis International Int'l	1 Sauratown Cir	54.3	100%	100%	100%	100%	100%	100%	100%
canopy005	Free Press	30 Alabama St SW	71.9	0%	100%	100%	100%	100%	100%	100%
canopy006	Fort Lauderdale-Meydan	100 Terminal Dr	65.7	100%	55%	100%	100%	100%	100%	100%
canopy007	Hartfield Jackson Int'l	6000 N Terminal Pkwy	71.5	100%	87%	100%	100%	100%	100%	100%
canopy008	Miami International Int'l	2400 Yankee Clipper Dr	79.0	100%	100%	100%	91%	100%	100%	100%
canopy009	Fort Lauderdale-Meydan	100 Terminal Dr	67.2	100%	89%	100%	100%	100%	100%	100%
canopy010	Orlando International Int'l	1 Jeff Fessenden Blvd	84.7	100%	100%	100%	100%	100%	100%	100%
canopy011	Free Press	30 Alabama St SW	72.4	100%	78%	100%	91%	100%	100%	100%
canopy012	Charlotte Douglas Int'l	1500 John Brantley Dr	66.1	100%	78%	100%	100%	100%	100%	100%
canopy013	Bullis International Int'l	1 Sauratown Cir	54.9	100%	100%	100%	100%	100%	100%	100%
canopy014	Free Press	30 Alabama St SW	72.4	100%	78%	100%	91%	100%	100%	100%
canopy015	Fort Lauderdale-Meydan	100 Terminal Dr	66.1	100%	89%	100%	100%	100%	100%	100%
canopy016	Hartfield Jackson Int'l	6000 N Terminal Pkwy	71.5	100%	87%	100%	100%	100%	100%	100%

Remote Device and Mobile Device (MDM) Management:

Leverage the remote action architecture to drive the remote recovery of critical systems under management, including remote recovery actions and software updates.



IoT Automations:

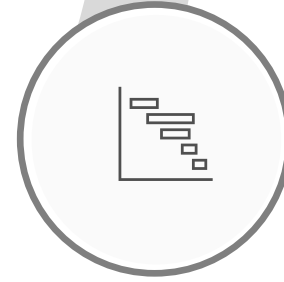
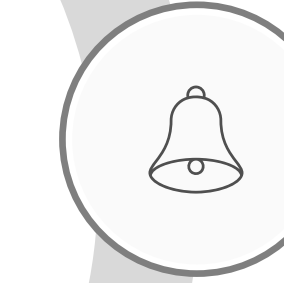
Capability to automate the recovery of known issues without human intervention, enabling the ability to provide premier service without even needing to log into the system.

Alerts and Notifications:

Rich and flexible alerting/notification capabilities, ensuring that attention is always given to the most important areas of focus.

Reporting & Analytics:

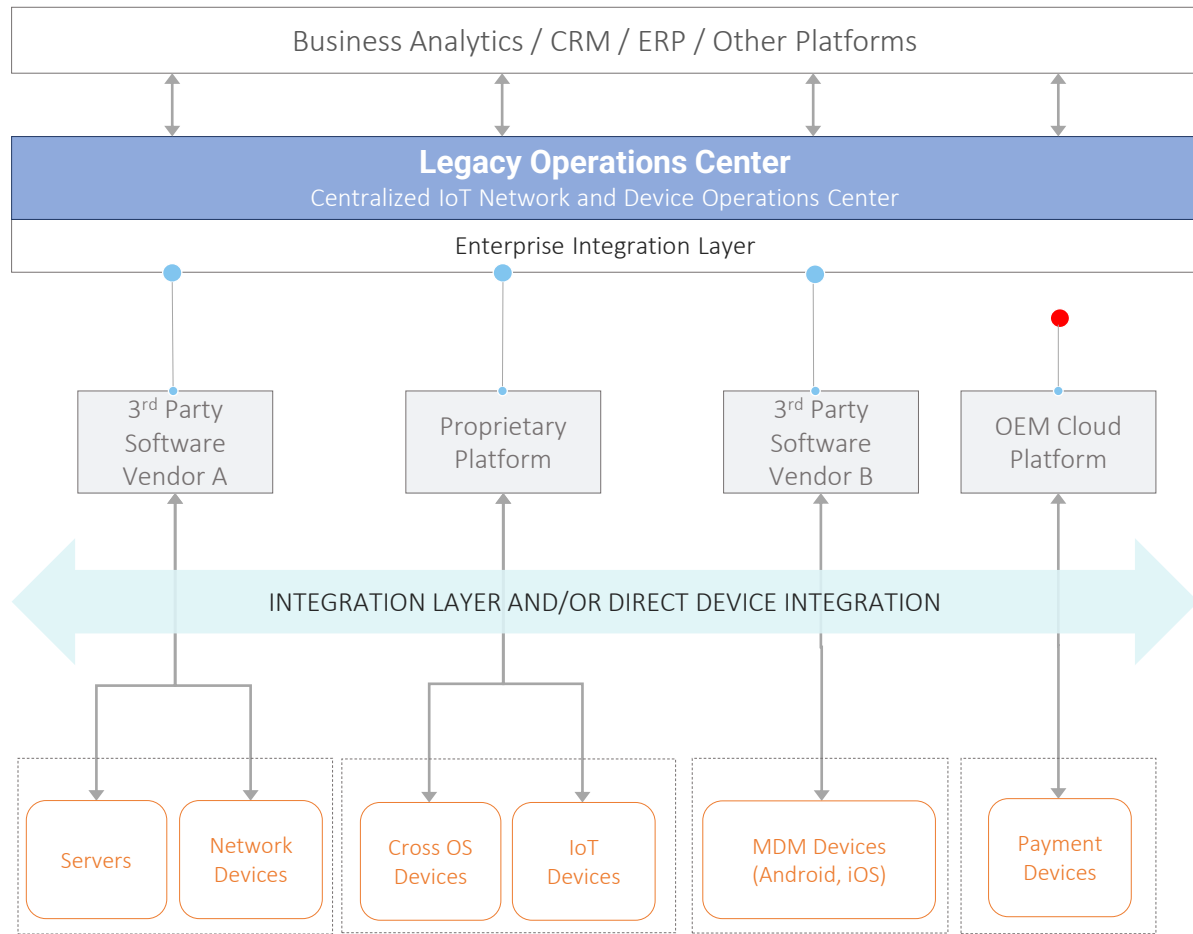
Canned reporting and dynamic analytic capabilities, to help users maximize data stored in the platform.



A CENTRALIZED PLATFORM FOR NEXTGEN REMOTE DEVICE OPERATIONS



CURRENT OPERATIONS



CANOPY AND LEAF ENABLED OPERATIONS





CHALLENGE

RETAIL – DIGITAL SIGNAGE, PCs

Screens and PCs deployed across thousands of locations were monitored manually and would fail or display images at an incorrect screen resolution, hurting sales and the client's brand.



SOLUTION

Deployed Canopy on all PCs and devices; set up remote automation workflows to troubleshoot and resolve disruptions to a "desired state"; maintain real-time visibility into all devices.



RESULTS

Canopy's enterprise remote device operations suite of tools enabled:

- 99% of store level issues resolved remotely
- **98% uptime, an increase from an avg of 25%**
- 98% reduction in inbound store complaints from the deployed devices

HOSPITALITY – END POINT MANAGEMENT

No enterprise level reporting or visibility into devices; service techs were expensive and difficult to hire / retain. Multiple device types, software versions, and OS across a nationwide client base.

Installed Canopy to gain central visibility into the deployed asset base (MDM, Linux / Windows devices, etc.), track operational performance, push software upgrades, & automate remote trouble shooting tasks.

Canopy's enterprise remote device operations suite of tools enabled:

- Eliminated 80% of truck rolls in Year 1
- Reduced Tier 1 annual FTE expense by 50%
- **Achieved an annual ROI of 9.5X** through leveraging Canopy as its Remote Device Operations solution

Thank you.
www.banyanhills.com



Peter Atwell

Vice President, Strategy &
Partnerships

E: peter.atwell@banyanhills.com

P: +1 678.468.8000