

Sentiv

SOLUTION OVERVIEW

SENTIV ORCHESTRATE

Sentiv.IoT

One operating layer for buildings, assets and fleets.

Most portfolios already have systems. They do not work as one. Sentiv.IoT connects detection, execution, asset intelligence and proof, so operations move from siloed activity to measurable control.

10	24	~90	7
live modules	configured use cases	qualified devices	connectivity bearers

Aware. Intelligent. Resilient.

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EXECUTIVE SUMMARY

Systems everywhere, control nowhere.

A building management system raises an alarm. A maintenance system holds the work order. A spreadsheet holds the asset register. None of them speak to each other, so a fault becomes a phone call, the phone call becomes a delay, and the delay becomes a cost nobody can trace.

Sentiv.IoT closes that gap. It is a modular connected operations platform that links what detects a problem to what fixes it, and records the proof. A platform that stops at detection is a monitoring tool.

Ten modules, one platform

Each module delivers value alone. Connected, they compound. Start with one, switch the next one on when the operation is ready.

A closed operating loop

Detect, enrich, execute, verify, improve. Signals become accountable work, and work becomes evidence.

Low-risk adoption

Pilot on one site against agreed KPIs, then expand. No rip and replace, no big bang.

One accountable partner

Sentiv delivers and supports the platform, the devices and the connectivity from South Africa.

What changes for the organisation

Operational control
Consistent governance across sites, teams and contractors.

Faster resolution
Alerts route straight to an owner with an SLA attached.

Portfolio visibility
One view of performance across every site, for leadership decisions.

Continuous evidence
Compliance proof is produced by the work, not assembled before an audit.

Lower operating risk
Earlier detection on the assets where downtime costs the most.

Decisions on real cost
Repair against replace, argued from lifecycle and cost-to-own data.

You are not buying more screens. You are buying an operating layer that connects detection, execution and proof, delivered and supported by Sentiv.

WHERE OPERATIONS LOSE TIME AND MONEY

Six failures that every portfolio recognises.

None of these are technology problems on their own. They are the cost of running good systems that were never designed to work together.

Systems that do not connect

Building controls, maintenance tickets and asset records sit in separate tools with separate logins, so the full picture only exists in someone's head.

Alarms that do not become action

Alert volume grows faster than the team. Without priority and ownership, the critical fault and the nuisance alarm look identical.

Work that starts late

Manual handoffs between detection and dispatch add hours or days, and nobody can say where the time went.

Reporting that gets disputed

Portfolio reports are assembled by hand from several sources, arrive late, and are argued over rather than acted on.

Compliance evidence that expires

Inspection records are gathered for an audit and go stale immediately afterwards, so the next audit repeats the same scramble.

Asset decisions made blind

Repair or replace is decided on gut feel because condition, work history and cost-to-own live in different places, if they are recorded at all.

The compounding cost

Each failure makes the next one worse. Disconnected systems produce alarm noise. Alarm noise delays work. Delayed work damages assets. Damaged assets distort the cost base. By the time it shows up in the budget, the operational cause is three steps back and impossible to prove.

Pressure is rising on four fronts

Cost pressure
Energy volatility, higher maintenance spend, rising contractor cost.

Continuous compliance
Evidence expected live, not at a point in time.

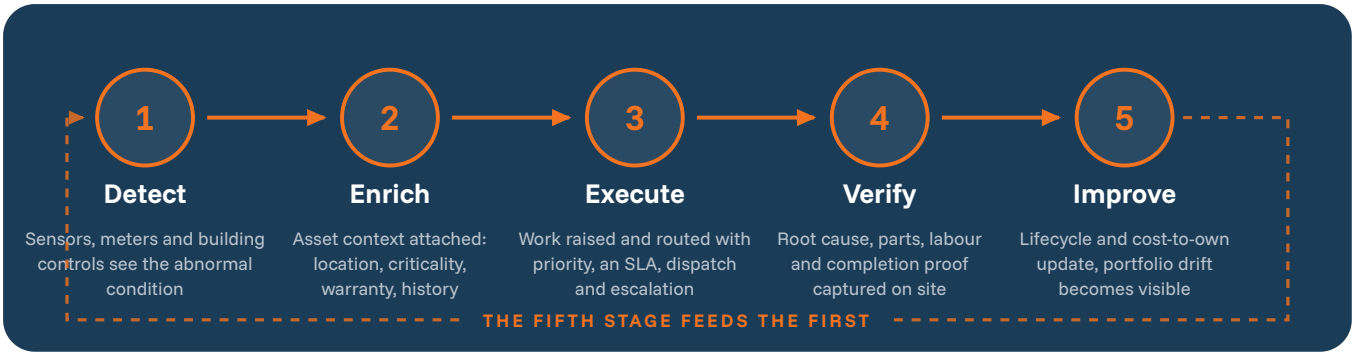
Skills constraints
Limited technician capacity, uneven expertise across sites.

Proven ROI
Technology spend has to show a baseline and a measured outcome.

HOW SENTIV.IOT WORKS

A closed loop, not a collection of dashboards.

Every module plugs into the same five-stage loop. That is what turns a reading into an outcome, and an outcome into evidence. A platform that stops at stage one is a monitoring tool.



One chiller fault, through all five stages

01 Detect
A vibration sensor on a chiller reports a rising trend outside its normal envelope.

02 Enrich
The alert is matched to the asset record: rooftop plant, criticality high, warranty live until March, two related call-outs this year.

03 Execute
A priority work order is raised automatically and routed to the mechanical team with a four-hour SLA and escalation to the site manager.

04 Verify
The technician closes the job on the mobile app with root cause, parts used, labour time and photographs.

05 Improve
Cost-to-own updates, the repeat-fault pattern surfaces on the portfolio dashboard, and the warranty claim is flagged before it lapses.

Where the loop breaks in most portfolios

Detect to enrich
The alarm arrives without the asset behind it, so the first call is to find out what it is attached to.

Execute to verify
The job closes in a different system from the one that raised it, and the proof never meets the record.

Verify to improve
Completion data stays in job histories, so repeat faults and cost-to-own are never argued from it.

A TOOLSET

Separate apps, separate data, separate logins. Integrations are manual or spreadsheet-driven. You still manage the handoffs and the disputes between systems.

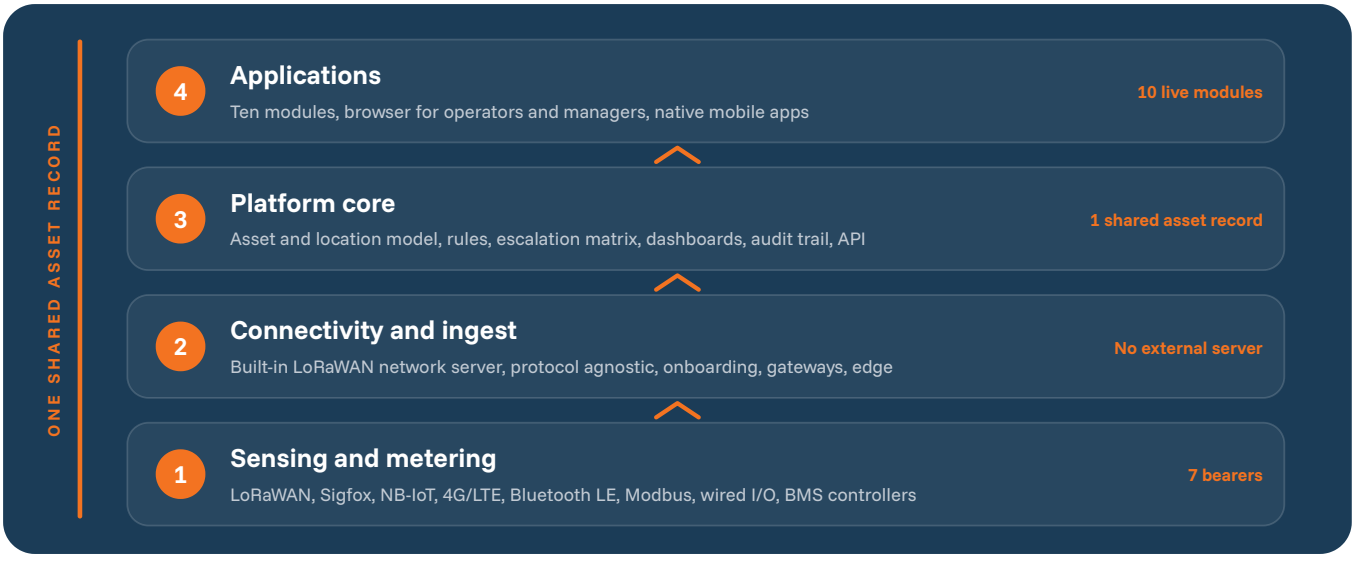
A PLATFORM

Shared assets, locations, priorities, SLAs and history. Workflows run end to end. Fewer handoffs, faster response, and governance you can show.

HOW IT IS PUT TOGETHER

Four layers, one shared record.

Devices sense. The platform normalises and stores. Modules apply the operating logic. People work in the app on their phone or in the browser. Every layer writes to the same asset and location model, which is why a sensor reading and a work order can be the same conversation.





Systems we work alongside

Most organisations already own some of these. We do not force a replacement.

BMS
Controls air conditioning and building plant

ERP
The finance and resource system

PMS
Property and booking management

EMR
Hospital patient records, left untouched

Three ways we fit

Work on top
Our platform sits above the existing system and adds what it was never built for.

Work beside
Our platform runs next to it, adding capability without disturbing it.

Replace
Our platform takes over fully, where that is genuinely the better outcome.

We will always be clear about what we add and where we overlap with what you already run. Integration scope for phase one is agreed in writing before any work starts.

WHAT YOU CAN SWITCH ON

Ten modules. Start with one.

Every module earns its keep on its own. The platform core is not sold separately, it switches on the moment a second module joins, and that is where the compounding starts. Sense, Meter, Track and Fleet are module names; the configured use cases keep their descriptive names.

CAFM
FACILITIES AND MAINTENANCE MANAGEMENT

Work orders, planned maintenance, SLAs, technician and tenant apps, contractor governance.

HSEQ
HEALTH, SAFETY, ENVIRONMENT AND QUALITY

Inspections, permits to work, incidents, CAPA, audit trails and regulator-ready evidence.

iBMS
INTELLIGENT BUILDING MANAGEMENT

Sits above existing building controls. Alarm prioritisation, runtime, energy and fault triage.

Sense
CONDITION AND ENVIRONMENT SENSING

Air, water, cold chain, leaks, noise, level, gas and vibration, as configured scenarios.

Meter
WATER, ELECTRICITY, GAS AND THERMAL

Sub-metering per tenant or zone, remote valve control, consumption alerts and billing analysis.

Track
MOVING ASSETS AND PEOPLE

Indoor and outdoor location for equipment, and GPS with panic alerting for lone workers.

Fleet
VEHICLES AND MOBILE PLANT

GPS tracking, driver behaviour, fuel, service scheduling, dispatch and expense control.

Asset management
REGISTER, LIFECYCLE AND COST-TO-OWN

What you own, where it is, how critical it is, and whether to repair or replace it.

Technician app
ON-SITE EXECUTION IN THE FIELD

Jobs, checklists, root cause, parts, labour time and photographic closure proof, on the phone.

Tenant app
REQUESTS RAISED AND TRACKED BY OCCUPANTS

Occupants log a request, follow it to closure and see the service they are paying for.

Standalone value

One module improves one clear part of the operation from day one.

Compounding value

Connected modules remove handoffs and turn signals into accountable action.

One licence model

Licensing is not per named user, so the whole operation can work in the system.

An AI assistant runs across the platform, raising work orders, chasing follow-ups and answering in multiple languages. It is included with every module.

THE THREE MODULES MOST PORTFOLIOS START WITH

Execution, safety and building control.

These three carry the weight of day-to-day operations. Each one works alone, and each one writes to the same shared asset and location record, so a finding in one becomes work in another without re-keying.

CAFM
MAINTENANCE EXECUTION

- **Maintenance management** scheduled and unplanned repairs in one queue
- **Asset registry** central record of every physical and digital asset
- **Inventory and workforce** parts stock by location, assignments and availability
- **Technician and tenant apps** on-site execution, and requests raised and tracked by occupants
- **Contract and SLA management** customers, vendors, contracts and performance KPIs

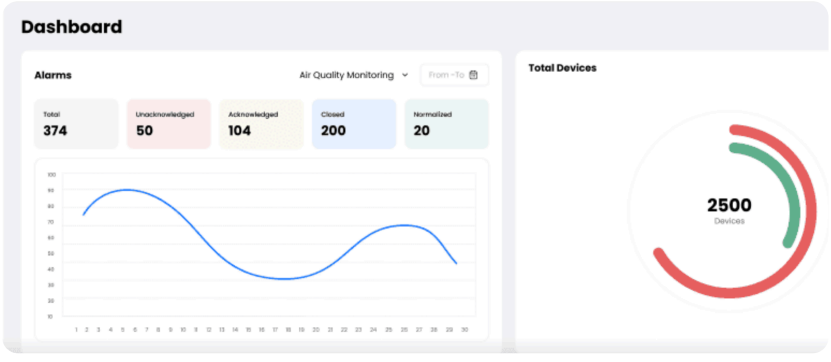
HSEQ
SAFETY AND COMPLIANCE

- **Inspections and audits** scheduled checklists against regulatory and internal standards
- **Incidents and near misses** capture, root cause analysis, CAPA and escalation
- **Permit to work** controlled high-risk work with contractor sign-off
- **Smart escalation** routed by severity, risk level and SLA, with automatic hand-up
- **CAFM integration** an inspection finding raises the work order without re-keying

iBMS
BUILDING OPERATIONS

- **Live monitoring** system health and alarms across every site in one view
- **Fault handling** rule-based templates that separate the critical from the noise
- **Remote control and runtime** safe setpoint changes, override rules, usage-hour triggers
- **Energy and carbon** live and historic usage, Scope 2 by asset, EUI benchmarking
- **Compliance reporting** audit-ready exports aligned to recognised rating frameworks

One place to work from



Platform home dashboard: alarm status tiles, a thirty day alarm trend and connected device totals, filtered by solution.

Notifications and escalation, across every module

A signal reaches a named owner on the channel they actually use, and climbs if it is not answered.

Email · SMS · WhatsApp · In-app · Role-based routing · Severity tiers · Time-based escalation · On-call rosters

THE EDGE

Around ninety qualified devices, supplied by Sentiv.

Sentiv supplies the hardware. The devices are our own range, warranted and supported by us. Each one carries a product code, a bearer and a tested integration, so a deployment is a configuration exercise rather than a development project.

Air quality
CO2, TVOC, formaldehyde, PM2.5 and PM10, indoor and outdoor

Water
Quality, pressure, leak detection, tank and reservoir level

Cold chain
Cold storage, industrial temperature, transmitters and probes

Energy and utility
Water, thermal, gas and electricity metering, single and three phase

Safety
Smoke, fire, gas, panic buttons, fall detection, contact sensors

Industrial
Vibration, current monitoring, smart I/O, controllers and edge devices

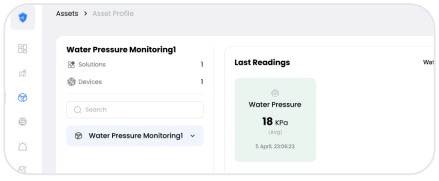
Location
Indoor and outdoor asset tracking, vehicle telematics, CAN bus

Site and environment
Noise, odour, occupancy, manhole, weather stations, agriculture

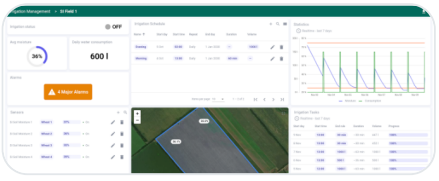
What those readings look like on the platform



The meter record. Consumption per week and to date, temperature, battery level and open alarms.



The asset profile. The solution and device behind it, with the last reading and the time it was taken.



Irrigation, scheduled. Status and daily water use, soil moisture per sensor, the field mapped and the task list.



Seven bearers supported

LoRaWAN · Sigfox · NB-IoT · 4G / LTE · Bluetooth LE · Modbus · Wired

Sentiv operates Sigfox in South Africa and supplies LoRaWAN gateways and network services, with a LoRaWAN network server built into the platform, so the connectivity and the platform come from one accountable supplier.

Why low-power networks

Reaches difficult places
Basements, plant rooms, shafts and meter cupboards.

Multi-year battery life
Meters rated up to ten years, so no maintenance round.

Built for volume
Thousands of devices across a campus or a portfolio.

Device availability and integration status are confirmed per project. Sentiv leads with the outcome and the sensing requirement, then selects and supplies the device, rather than starting from a hardware brand.

WHERE IT LANDS

Six sectors, one operating model.

The sectors differ. The way they buy does not. Each one has assets that fail, work that has to be proved, and a report somebody argues about every month.



Commercial and mixed-use property

Recover utility cost billed back to tenants, lift tenant experience, protect asset value with a real register.

Sub-metering and billing · Leak detection · Air quality · Maintenance SLAs



Education and campus

Energy on a constrained budget, air quality in classrooms, and planned maintenance that stops slipping.

Energy dashboards · Classroom CO2 · Planned maintenance · Access control



Healthcare

Accreditation evidence that is always ready, and uptime on the equipment where failure is a clinical risk.

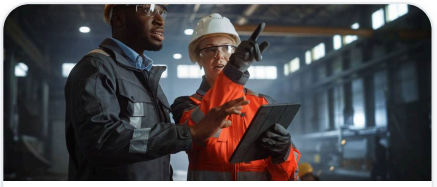
Inspection records · Critical plant monitoring · Air quality · Asset lifecycle



Industrial parks, ports and logistics

Safety at scale with permits and contractor control, shared infrastructure billed correctly, fleet compliance.

Permit to work · Tenant sub-metering · Fleet and plant · Environmental limits



Facilities management providers

Prove service levels, capture variation work that is currently unbilled, and schedule technicians properly.

SLA evidence · Variation capture · Multi-client portal · Statutory inspections



Municipal and utility infrastructure

Non-revenue water, manhole and network monitoring, and consumption visibility at scale.

Bulk and zone metering · Manhole monitoring · Pressure and level · Leak response

Twenty-four configured use cases, ready to deploy

Configured scenarios, not development projects. Each one maps to a qualified device, a bearer and a module.

Air quality · Smart metering · Water quality · Genset monitoring · Asset tracking · Flood monitoring · Cold storage · Rodent detection · Level monitoring · Fire and safety · Manhole monitoring · Noise · Water leakage · Fleet management · Gas detection · Water pressure · Smart washroom · Waste bin level · Soil monitoring · Machine vibration · Panic button · Vape detection · Occupancy · Odour

MATURITY AND VALUE

Know where you are before deciding where to start.

Most portfolios sit at stage one or two. The value of the next stage is the gap between what the operation can see and what it can prove.

01 **Stage 1, Siloed digitisation**

Standalone building screens, basic maintenance tickets, spreadsheets, handoffs by email and chat.

Visibility in pockets, slow execution, weak governance.

02 **Stage 2, Portfolio visibility**

Dashboards and monitoring, limited standardisation across sites, basic reporting.

Better awareness, but action is still manual and inconsistent.

03 **Stage 3, Connected execution**

Alerts connected to workflows, SLA-driven delivery, mobile execution, consistent closure evidence.

Faster response, fewer missed handoffs, measurable service performance.

04 **Stage 4, Continuous proof**

Portfolio benchmarking, lifecycle and cost-to-own decisions, continuous audit readiness.

Repair against replace, CAPEX planning, sustained improvement.

What each part of the business gets

For the executive

- Total cost of ownership across the estate
- Operational spend linked to asset value
- Fewer unplanned outages and surprises
- Benchmarking across sites

For finance

- Utility cost recovered rather than absorbed
- Variation work captured and billed
- CAPEX argued from lifecycle data
- Penalty exposure reduced

For operations

- Alerts arrive with an owner and an SLA
- Technicians arrive with context, not blind
- Less time assembling reports
- Contractor performance visible

For risk and compliance

- Evidence produced continuously
- Inspections scheduled and proved
- Incidents traced to closure
- Audit preparation stops being a project

Sentiv quotes a baseline and a measured outcome for your estate rather than a headline figure, and every claim in a proposal carries its source.

HOW IT GETS DEPLOYED

Pilot first. Expand on evidence.

Large platform programmes fail when they start large. Every Sentiv.IoT engagement starts on one site with agreed measures, and expands only once those measures are met.



Pilot on one site against agreed KPIs, then expand. No rip and replace, no big bang.

Security and data

- Role-based access down to site, zone and asset level
- Full audit trail on every configuration and work-order change
- Data segregation between tenants and client organisations
- In-country hosting available where regulation requires it
- Integration scope and data flows documented before go-live

Support from Sentiv

- One accountable partner for platform, devices and connectivity
- South African based support and field capability
- Device health monitoring, so a silent sensor is noticed
- Configuration changes and new use cases without a new project
- Quarterly performance review against the agreed KPIs

Nothing is committed without an operational owner and an agreed definition of success. Where those are missing, we will say so before a proposal rather than after a deployment.

START SMALL, PROVE IT, THEN SCALE

Three ways to begin.

Each one is scoped, time-boxed and ends with a decision rather than an obligation. Pick the one that matches how far the operation has already got.

OPTION 1
A discovery workshop

Half a day with your operations and finance leads. We map what you already run, where the handoffs break, and which three measures would prove value in ninety days.

OPTION 2
A site assessment

We walk one building or one site, inventory the assets and systems, and return a scoped pilot with a device list, an integration plan and a commercial proposal.

OPTION 3
A defined pilot

One site, one use-case cluster, a captured baseline and a written review at the end. No commitment to expand until the numbers are in.

What the first ninety days produce

1 site in scope	**3** agreed measures	**90** days to a written review	**0** commitment to expand

Aware. Intelligent. Resilient.

One operating layer for buildings, assets and fleets, delivered and supported by Sentiv in South Africa. Modular subscription by site and module, with devices and connectivity quoted per deployment. Contact Sentiv for a scoped commercial proposal.

Book a discovery session

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