



Watts Water

Enabling customers to control their radiant flooring systems anytime, anywhere.



HEADQUARTERS: North Andover, MA

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The IoT has major implications for our customers. They demand the ‘home of the future’ now. Xively by LogMeIn understands the challenge of connecting a product like ours, as well as huge potential. Xively’s proven IoT platform and the Xively Professional Services team’s hands-on, collaborative approach helped us speed up our timeline as much as possible.”

—GREG LEUPIN, *Senior Product Manager and Assistant General Manager*



CHALLENGE

Watts Water Technologies, Inc., has a long history. The company was founded by Joseph E. Watts in 1874 under the name Watts Regulator Company. Watts Regulator started as a small machine shop supplying parts to the New England textile mills, including manufacturing pressure-reducing and relief valves to ensure the safe operation of water heaters and boilers.

Today Watts Water, through its various brands and subsidiaries, is a global provider of plumbing, heating, and water quality solutions for residential, industrial, municipal, and commercial setting. The Watts Water family of brands offers one of the most varied product lines in the world—ranging from drains to backflow prevention assemblies, rainwater harvesting systems, and hydronic and electric heating solutions.

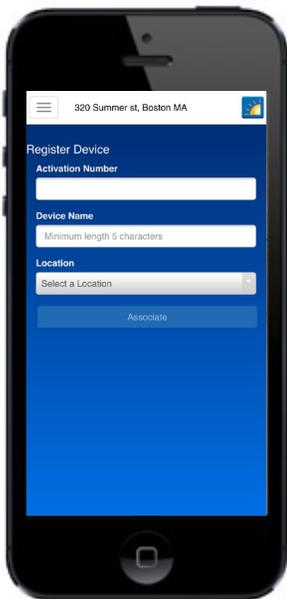
As an innovator in the heating industry Watts Water continues to focus on creating new delightful experiences for their customers. Watts Water envisioned an IoT connected platform for SunTouch brand’s line of programmable SunStat thermostats that could be deployed in minutes and easily controlled through a web browser or smartphone application. Their goal was to create a product that was simple to set-up, highly responsive, easy to scale, and would offer a path to future features and services. The company turned to LogMeIn for its connected product expertise and Xively IoT Platform.

SOLUTION

Watts Water’s SunTouch brand developed the SunStat Connect Thermostat as a scalable platform to address the current and future needs of residential customers and contractors. They worked hand in hand with Xively Professional Services by leveraging the Xively IoT Platform to power the remote connectivity of SunStat thermostats, which work with all SunTouch heating products. Furthermore Xively provided the ability for near instant response times from the devices, while not sacrificing stability and reliability that consumers would expect from heating control device. In addition, the open nature of the Xively IoT Platform allowed the SunTouch product to work with floor heating products from many other future products. This can allow contractors to carry one connected thermostat to support a variety of applications and also opens the door to existing installations.



Homeowners can easily change the temperature of their floors from the SunTouch App.



Easily add new devices from the SunTouch App.



The Xively IoT Platform consists of a scalable object directory model called Blueprint, a fast MQTT-based messaging broker and a secure provisioning process, which supports millions of secure connections between people, devices and data across the globe. Xively used Heroku to develop remote connectivity in the SunStat application, enabling consumers to control SunStat devices from a web browser or mobile device from anywhere in the world that is connected to the internet.

RESULTS



• **Driving customer satisfaction through ease of use.** Watts Water’s customers can now control the temperature of their flooring systems through a fast and secure app interface from any location. Xively’s MQTT messaging broker enables the fastest possible connection, giving the customer immediate control over their systems. This enhanced experience helps to solidify Watts Water as a technology leader in floor heating systems.



• **Deeper customer data leads to better product development.** With a fully connected thermostat solution, Watts Water now has the ability to gain a deep understanding of how their customers are using their products. With data on time of day customers use the thermostat and which features they use and don’t use, Watts Water can continue to enhance the product to make it the best solution for their current and future customers.



• **Up-to-the-minute product information to improve service levels.** The Watts Water SunTouch brand connected thermostats will also deliver data that will drive better service for their customers. Certain issues can be detected before they are a problem for the customer, and service technicians can approach a problem with a full picture of what has been working and not working within the product.