# Gatekeepers of the digital era

## Pacific Controls

stays abreast of new trends in data and application integration platform technology

» By Farhana Chowdhury



**Dilip Rahulan**
Executive Chairman, Pacific Controls



PACIFIC CONTROLS, a global provider of end-to-end managed application services and solutions for machine-to-machine (M2M) and Internet of Things (IoT) applications, is at the forefront of innovation, an essential proficiency to keep up with the world's evolving digital trends.

"Unlike most players in the market today who focus on a single technology competency, Pacific Controls understands that new software platforms, managed services and IT infrastructure need to be interwoven and mutually supportive and that customer success requires effectively utilising their combined potential," said Dilip Rahulan, Executive Chairman, Pacific Controls.
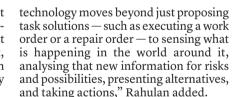
The company partners with leading product OEMs, carriers and service providers, governments and diversified enterprises to help fully leverage smart connected devices, machines and the Internet of Things and People. It also invests heavily in foundation technologies for 'smart systems', including network enablement, unified communications, virtualisation technologies, application service delivery and software infrastructure.

"These core technologies and platform capabilities revolve around real-time situational awareness and automated analysis for equipment assets, business processes and infrastructure. As a result, technology moves beyond just proposing task solutions — such as executing a work order or a repair order — to sensing what is happening in the world around it, analysing that new information for risks and possibilities, presenting alternatives, and taking actions," Rahulan added.

The next big step in ICT development requires a new generation of data and application integration platform technology that will make information portable in both physical and information space among any conceivable smart information devices and machines. Along these lines, Pacific Controls has developed the Galaxy platform, the world's first Enterprise and City Management Platform solution, for deployment around the world.
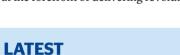
Galaxy, an end-to-end platform for managed services, features in-built data warehouse, analytics, visualisation and the ability to provide diverse service requirements ranging from life safety to energy to critical asset monitoring, transportation, environment and waste and many more.

"As a next step, Galaxy can be used by domain experts in their respective fields to develop their applications and deliver solutions to their customers, hence creating a paradigm shift in the way platforms are used today," he said.

Pacific Controls is one of the key partners of the Dubai Smart City initiative with an important role in the IoT segment. Additionally, it has been pioneering the concept of M2M, IoT and Big Data since many years and in the process of possession of a data warehouse with immense amount of data, which is readily available to the smart city initiative.

Rahulan commented: "Smart City initiatives are rapidly being deployed by governments around the world, and the UAE is at the forefront of delivering revolutionary Smart City concepts and solutions, which will dramatically change lifestyle of its residents. Pacific Controls plays a significant part in delivering these ground breaking technologies and solutions."

It currently operates five large state-of-the-art Command and Control Centres (CCCs) — four at its facilities in Dubai, and one in the US that provide 24/7 remote monitoring of customers assets and facilities — enabling clients to enhance security of their assets, optimise energy usage, and reduce set-up and operational costs associated with achieving the same objectives through their own investments.

In the UAE, Pacific Controls runs a programme, the Emirates Energy Star, where assets and systems within buildings are remotely monitored and controlled for energy optimisation and reducing carbon footprint.

"The programme ensures that the assets are made to run at their optimised level, as and when required and without affecting the comfort of people. The programme has to date been able to reduce energy consumption on an average of 18 per cent and is growing at a rapid pace," Rahulan added.

Looking ahead, Pacific Controls will be launching an Internet of Things marketplace in August 2015 to take the Smart City offerings it has developed in the Middle East into the world through New Telco and OEM Partners around the world.

— farhana@khaleejtimes.com

## LATEST ACHIEVEMENTS AND ACCOLADES

- Recognised as "Company of the Month" amongst '50 Most Promising IoT Technology Companies in the World' by *CIO Review* magazine (Dec 2014).
- Pacific Controls Cloud Services has bagged the globally acclaimed ISO 27001 Certification, the world's best-known international information security standard (Sep 2014).
- Selected and honoured as the Etisalat M2M Partner of the Year at the Middle East Forum Awards (May 2014).
- Pacific Controls Cloud Services, Middle East's Largest Data Centre campus, obtained Tier III Uptime Institute Certification of Constructed Facility in March 2014.