An overview on the Internet of Things and its potential for MSSPs (Managed Services Providers)

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July 2015
Evolution of Workspaces

Evolution of the office concept
Evolution of Workspaces

What has changed?

The way of doing business!

Digitization is immersed into all modern business processes and industries.

It is not a trend but a reality: it can reinforce competitive advantages.

Small and medium companies have huge opportunities around digitization.
What is Internet of Things?

- Digitizing the physical world.
- Leveraging on information being captured but not processed today.
- Generating new businesses and applications
- Interoperability.
- More value for B2B than Consumer.

Source: McKinsey Global Institute Analysis
Use cases for the Internet of Things

McKinsey identifies nine “settings”:

- Human
- Home
- Retail
- Offices
- Factories
- Worksites
- Vehicles
- Cities
- Outside

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human</td>
<td>Devices attached to or inside the human body</td>
<td>Devices (wearables and ingestibles) to monitor and maintain human health and wellness; disease management, increased fitness, higher productivity</td>
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<tr>
<td>Home</td>
<td>Buildings where people live</td>
<td>Home controllers and security systems</td>
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<tr>
<td>Retail</td>
<td>Spaces where consumers engage in commerce</td>
<td>Stores, banks, restaurants, arenas—anywhere consumers consider and buy, self-checkout, in-store offers, inventory optimization</td>
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<td>Offices</td>
<td>Spaces where knowledge workers work</td>
<td>Energy management and security in office buildings; improved productivity, including for mobile employees</td>
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<td>Factories</td>
<td>Standardized production environments</td>
<td>Places with repetitive work routines, including hospitals and farms; operating efficiencies, optimizing equipment use and inventory</td>
</tr>
<tr>
<td>Worksites</td>
<td>Custom production environments</td>
<td>Mining, oil and gas, construction; operating efficiencies, predictive maintenance, health and safety</td>
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<tr>
<td>Vehicles</td>
<td>Systems inside moving vehicles</td>
<td>Vehicles including cars, trucks, ships, aircraft, and trains; condition-based maintenance, usage-based design, pre-sales analytics</td>
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<td>Cities</td>
<td>Urban environments</td>
<td>Public spaces and infrastructure in urban settings; adaptive traffic control, smart meters, environmental monitoring, resource management</td>
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<tr>
<td>Outside</td>
<td>Between urban environments (and outside other settings)</td>
<td>Outside uses include railroad tracks, autonomous vehicles (outside urban locations), and flight navigation, real-time routing, connected navigation, shipment tracking</td>
</tr>
</tbody>
</table>

SOURCE: McKinsey Global Institute analysis
Internet of Things: implications for service providers

- Interoperability:
  - Network
  - Protocols
  - Services
  - Quality
  - Interconnection
  - Technologies

- Business transformation:
  - New business models
  - Improved business processes
  - Competitive advantages

Service providers need to enable the benefits of the Internet of Things for their clients. This is done by providing services tailored to specific use cases. The core business of the service providers will determine
Internet of Things: security challenges

Some risks associated with the Internet of Things…

• Control of physical devices
• Control of critical systems
• Sharing very personal information!
• Software bugs and vulnerabilities in vehicles and machinery
• No legal framework
• IPv6 attacks

The Internet of Things will take the concept of “information security” to a whole new level. In this new context, information is used to make decision but not just by human beings anymore. Cybercriminals are presented with many new opportunities. How long will it take for Governments and Enterprises to react?
MUCHAS GRACIAS!
THANK YOU VERY MUCH!