

# Living Smart

## Home Automation

The Internet of Things connects products, services, and end-users, enabling a smooth flow of data that informs real-time decisions. Consumer preference for video doorbells, voice-assisted technologies, and surveillance systems were just the beginning. The next frontier is the kitchen since it is a hub for devices.

### DID YOU KNOW?

The global smart home market will approach **\$150 billion** by 2025

The smart kitchen is the next high-growth area in homes

New construction increasingly includes **"smart"** features

Asia-Pacific will be the fastest-growing region



PUTTING PEOPLE FIRST

# Home Automation Live Smart

## TRENDS TO WATCH

Home automation is driven by the art of the possible – more robust connectivity and continued innovation allow for technology to be harnessed in new ways. The cloud and AI are building on what is already in place:



**Increased standardization :**  
to ensure that products work  
on multiple platforms



**Getting smarter :**  
incorporating machine  
learning and natural  
language processing



**Robots come home :**  
a machine doing domestic  
chores or assisting with  
mobility



**In-home health :**  
wearables with preventive  
value and interventionist  
services such as connecting  
to practitioners or diagnosing  
illness remotely

The global rollout of 5G and improved Wi-Fi technology will create faster, more powerful networks, resulting in better access to data and cloud processing resources. Far more devices can be connected, operating at far greater speeds, and exchanging far more information.



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## WHAT DO WE KNOW?

We developed software for one client that provided remote adjustment and control of devices in an industrial setting. The client deployed the solution at several restaurants, reducing utility costs and managing a wireless mesh network. We developed an app for another client that captured real-time data in a manufacturing setting to spot anomalies, increasing productivity.

Current related clients include Insane Audio and Skyroam. Insane Audio targets off-road motorists, people who like taking Jeeps and other vehicles into back-country terrain. The product supports dozens of other apps so users can remotely access home networks, much like the more typical IoT customer would use a smartphone to connect. Skyroam provides secure, mobile Wi-Fi globally, and once connected, the user can access all systems that can be touched by a smartphone domestically.





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## OUR EXPERIENCE

The GlowTouch client list has numerous companies within the technology space, including web hosting companies, telecoms, and smart product makers. That experience has created a working knowledge of the service-related issues that companies worry about: scalability to handle growth, flexibility for managing peak periods, consistent quality, and providing “wow” experiences.



Data analytics for real-time insight that enhances the customer experience and supports client business outcomes



We have been a leader through the digital transformation



Omnichannel proficiency – chat, voice, email, and social media



Retention expertise and a track record of generating new sales



Scalable support in onshore, offshore, and nearshore locations



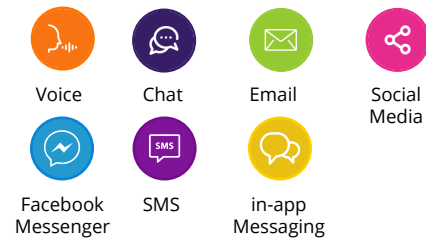
An industry-standard training program for all new hires

Have you ever been upset with a product or service but received a high level of service that resolved the issue and changed your view of the brand? We do that.

# CLIENT BRIEF



## Channels



## Services

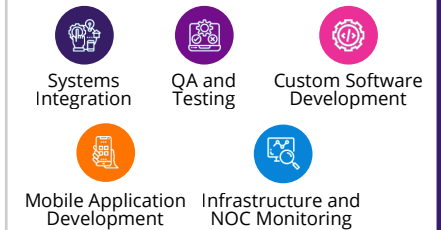
### Customer Contact Outsourcing



### Business Process Outsourcing



### Technology Outsourcing



GlowTouch LLC provides personalized contact center, business processing, and technology outsourcing solutions to clients around the world. Founded in 2002, its 2,300+ employees deliver operational excellence with high-touch engagement. A certified Woman-Owned Business and six-time Inc. 5000 honoree, GlowTouch is headquartered in Louisville, KY, with additional locations in Mangalore, Bangalore, & Mysore, India, and Santo Domingo, Dominican Republic.

To learn more about GlowTouch, visit: [www.GlowTouch.com](http://www.GlowTouch.com).

## Certifications



## Awards

