



SERVE



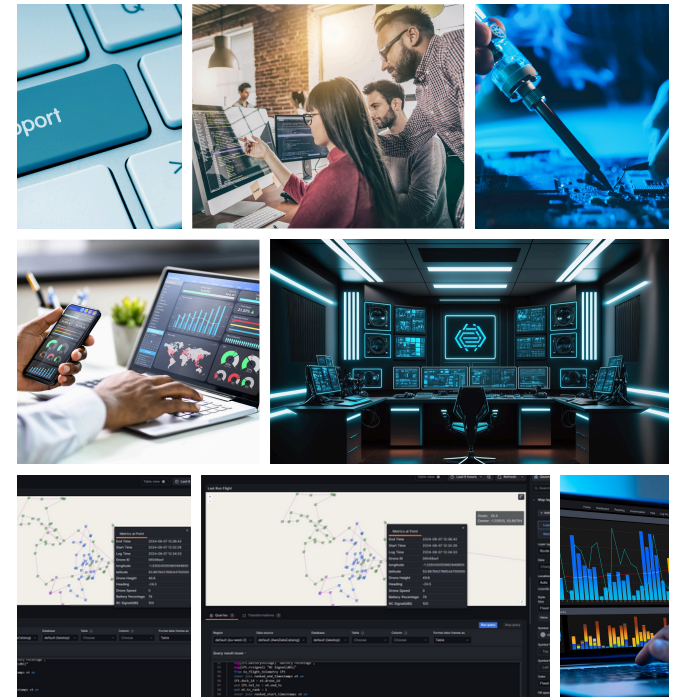


IDI C&C 

IDI Support 

IDI Analytics 

IDI | SERVE provides comprehensive service, support and analytics for all IDI hardware and software products, ensuring optimal performance and customer satisfaction. They offer expert consultations, guiding clients in selecting and integrating the right solutions for their needs.



IDI C&C

IDI Command and Control is a consultation service provided by our partners, this service is designed to enable the integration of a turn key automation solution.





IDI C&C

- Ergonomic Designs
- Technology Infrastructure
- Communications Systems
- Data and Network Infrastructure
- Environmental Controls
- Power and Backups
- Training and Simulation
- Compliance and Standards

IDI Consultancy will support with the development of a command and control room that requires an ergonomic design with comfortable workstations and proper lighting. Essential technology includes high-resolution video walls, robust communication systems, and powerful computing infrastructure. Reliable data networks, cybersecurity, and backup power systems ensure continuous operation. Environmental controls, physical security, and access management are crucial for safety. Collaboration tools and training capabilities, such as interactive whiteboards and simulation systems, enhance decision-making and preparedness, ensuring effective crisis management and operational efficiency.

IDI Support

The IDI Support team provide customer and partner support for all Hardware and Software products. The Team are at the heart of product design.





IDI Support

- Technical Support
- Online Ticket Systems
- Remote Software Updates
- Trouble Shooting Guides
- In App Logging
- Product Maintenance
- Remote Monitoring
- Training and Onboarding

IDI offers a dedicated Support Team to assist with all hardware and software products, ensuring seamless operation and customer satisfaction. Our key support processes include 24/7 technical assistance, regular software updates, hardware maintenance, troubleshooting and issue resolution, remote monitoring, and user training. These processes are designed to minimise downtime, optimise performance, and provide clients with the knowledge and tools they need to effectively manage and use their IDI products. This support is offered in Tiers to suit customer needs and budgets.

IDI Analytics



IDI Analytics is an application and suite of software running both on the Drone Devices and Cloud. We take all data and telemetry and securely export into readable data for customer review.



IDI Analytics

- GPS Location Data
- Altitude and Flight Path
- Battery Health and Power Consumption
- Speed and Velocity
- Compass Heading and Orientation
- Signal Strength and Connectivity
- Environmental Conditions
- Sensor Data
- Camera heading and image capture



The IDI Analytics Team specialises in transforming device data into a comprehensive suite of analytics for post-flight reporting and analysis. By collecting and processing data from all devices, the team generates detailed reports that provide actionable insights into performance, efficiency, and any anomalies. These analytics are crucial for optimising future operations, enhancing decision-making, and ensuring continuous improvement in system performance, enabling clients to maximise the value of their post-flight data.