LiveSwitch

Case Study

Client

DropsLab Uses LiveSwitch Server to Deploy Scalable Live Video Platforms

Dropslab Technologies

DROPS LAB
SMART ASSISTANCE SYSTEMS

Founded: 2018
Country: Germany
Clients: SMBs and MNCs

Target Markets
- Industrial Manufacturing
- Automotive and Aerospace
- Utility Providers
- Biomedical Healthcare

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- Meysam Minoufekr, Chief Engineer at Drops Lab

The Company

Modern workforces are shifting to digitalized environments, increasingly placing pressure on industrial manufacturers to evolve. Drops Lab, a company based in Aachen, Germany, seeks to provide industrial manufacturers the ability to digitize their workforces through smart assistance systems.

"We build workflows that enable industrial employees to access instructions in real-time using an array of devices, and track and respond to reports," Meysam Minoufekr, Chief Engineer at Drops Lab, explained. "Our product is domain independent and our applications are hardware agnostic."

A diverse range of businesses seek out Drops Lab's expertise, all of whom understand the benefits of leveraging technology in the manufacturing sectors to increase employee productivity, improve instruction consistency, and solve problems in real-time. These companies include aerospace, automotive, and biomedical manufacturers.

A critical market for digitalized manufacturing is small and medium sized enterprises. "SMBs are especially eager to develop groundbreaking solutions to compete with larger manufacturers," said Meysam. "This is an exciting, promising market."

The Challenge

Drops Lab's clients often tap into virtual reality systems using devices such as Hololens and smart glasses, while establishing connectivity in real-time between head offices and remote field sites. Individuals and teams would use iOS, Android, Hololens, and desktop versions of their application simultaneously, sending and receiving large packets of data in real-time.

Therefore, to build truly innovative workflows that meet the specifications of their diverse clients, Drops Lab required a live video solution that could scale at ease powering real-time messaging, video and voice chat across the widest range of platforms. Their particular solution needed to support massive concurrent sessions, as manufacturers often deployed workflow solutions across multiple plants.

With their unique requirements, Drops Lab identified WebRTC as their ideal live video technology to build these workflows. However, when they attempted to build their own video

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capabilities in-house, they soon discovered that maintaining WebRTC technology stacks across their range of platforms was difficult.

"We originally integrated WebRTC ourselves," Meysam said. "We created a demo app that took three months to build and deploy, but when we launched, our solution rapidly became obsolete a few weeks later. The WebRTC community moved really quickly. We realized that working with a live video provider enabled us to focus on our core product and deliver great service."

Finding the Right Fit

Recognizing their challenge, Drops Lab spent a year researching the perfect WebRTC-based live video solution, eventually narrowing their search to three options.

Price, quality, platform interoperability, access to customer support from the

live video solution developers and future-proofing influenced their decision.

"We considered two competitors and LiveSwitch SDK," said Meysam. "Then, we realized LiveSwitch Server was a better fit."

Working with LiveSwitch Server

When Drops Lab decided to use LiveSwitch Server, they took advantage of the free trial offered alongside their license. During this time, they were able to integrate their core product with the SDK and deploy it across their supported platforms.

"We were able to test the LiveSwitch Server SDK with our product during the free trial," said Meysam. "With the trial, we were able to see firsthand how LiveSwitch Server came with everything we needed."

The Results

"Our original WebRTC solution took half a year to launch. With LiveSwitch Server, we were able to deploy a full application six times faster," said Meysam.

Drops Lab deployed LiveSwitch Server across iOS, Android, and .NET with the reassurance that their live video SDK would remain constantly updated. Their team was able to reallocate internal resources away from developing and maintaining WebRTC technology to building and deploying the tailored, digitized manufacturing solutions they were known for.

"The reliability and flexibility of LiveSwitch Server has allowed us to offer a scalable live video app platform as a service-level offering for our clients," Meysam explained. "Customer service is critical for us. LiveSwitch Server has helped us scale with ease to meet and exceed our customer's needs."

See how you can take your workflows further with smart assistance systems created by Drops Lab here.

Or, learn more about our LiveSwitch Server SDK here.