

11 Common Questions About CloudBatch Answered

Happy Friday! After hosting our webinar last week, we've compiled a list of common questions asked about CloudBatch to help clarify various aspects of the service.



GENERAL

1. What is included in the monthly subscription?

The monthly subscription includes CloudBatch software and hardware – the software will always be the latest version, and the hardware has a product guarantee whereas if it breaks (not by human error) we'll replace it.

2. What type of maintenance is required for CloudBatch?

Sysdyne updates and maintains the software, there is no software maintenance required. CloudBatch hardware is powered by the best PAC technology available which ensures reliability with the option of a lifetime warranty on parts.

3. How does the unified database between dispatch and batch work?

When a user enters a new mix design for the plant, it becomes available immediately in both batch and dispatch. This holds true for customers, projects, orders, materials/constituents, tickets, drivers, trucks, and inventory information. Using a unified database, dispatch and batch become one system.

4. Can I upgrade my current Pioneer® batch control to CloudBatch?

Yes, we have an upgrade path for current Pioneer batch customers, please contact a Sysdyne sales representative for more information.

5. Can you use CloudBatch with other dispatch systems?

Yes, you'll be able to use CloudBatch with other dispatch systems.

6. Can I have my batch man load concrete using a tablet?

Yes, multiple users can use a tablet, phone, or PC to access the program.



SECURITY

1. What about support?

24-7 support is included in the monthly fees – Our support team is based in the US. You should be able to quickly solve your problem with whoever answers the phone.

2. If at the end of a batch, the batch man adds some material manual. Is this easy to identify on reports?

All manual batched materials are captured in the system, and it can be easily detected on a report or on the batch screen.

3. What if I lose internet connection?

Sysdyne CloudBatch will automatically switch to offline mode so batch operators can continue to batch without losing any time or data. Batch data obtained while being in the offline mode will be pushed up to the cloud once the internet connection is re-established.

4. If something goes wrong with the product's parts, what happens?

We don't use proprietary parts – If you know the part that you need, you'll be able to get it. If you need us to ship you the part with our subscription model, we will do just that. It's all included.

5. How long is my data saved?

Data is securely backed-up and saved for as long as the subscription is active.

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Couldn't make the webinar last week? **Reach out** to us with any unanswered questions you may have, and keep an eye out for our next LIVE webinar!

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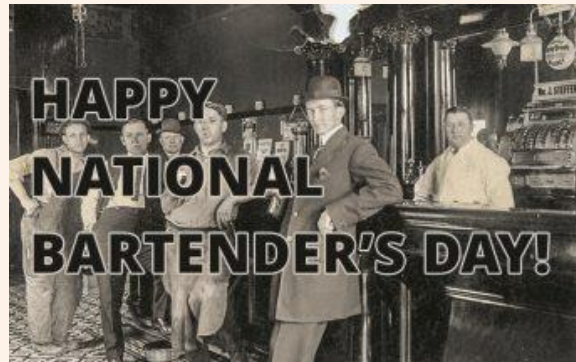
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About SYSDYNE

Sysdyne Technologies is the leading Cloud software provider for the ready mixed concrete industry. Our goal is to assist concrete producers in leveraging the latest cloud technology to improve production efficiency and their bottom line. Sysdyne's fully integrated product suite includes **CloudBatch™** Batch Control, **ConcreteGO®** Cloud Dispatch, and **iStrada®** Cloud GPS/Truck Tracking.

To find out more, contact your local Sysdyne representative by emailing sales@sysdynetechnologies.com, visiting our website and using the **LIVE CHAT**, or by calling 203-327-3649.

Thank you,
Sysdyne Team

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