

Environmental Variable Monitoring for TASKUS Call Center

Implemented by Metroinstruments S.A.S. using ADISRA SmartView



Industry Call Center / BPO	Location Cali, Colombia	Customer TASKUS	Solution ADISRA SmartView
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THE CHALLENGE

Maintaining stable environmental conditions across critical operational and IT infrastructure areas while ensuring employee comfort, equipment reliability, and uninterrupted business operations.

1. Executive Summary

Modern contact center operations depend on maintaining stable environmental conditions to ensure employee comfort, uninterrupted business operations, and the protection of critical infrastructure. Environmental factors such as excessive temperatures, improper humidity levels, and inadequate climate control can negatively impact employee productivity, compromise IT equipment reliability, and increase the risk of service disruptions. Continuous monitoring of these conditions is essential for maintaining operational efficiency and safeguarding mission-critical systems.

TASKUS (Nasdaq: TASK), one of the largest call center operations in the Cali, Valle del Cauca region of Colombia, required a robust environmental monitoring solution to provide real-time visibility into temperature and humidity conditions across its operational facilities.

THE SOLUTION

Metroinstruments implemented a wireless environmental monitoring solution using ADISRA SmartView and Novus Climate Air+ LoRa® technology.

The system provides real-time monitoring, alarm notifications, historical data logging, and centralized visualization across all three facility floors while minimizing installation costs through a scalable wireless architecture.

TECHNOLOGIES USED

- 26 Novus RHT Air+ High-Precision Environmental Transmitters with LoRa® Wireless Communications
- 3 Novus AirGate Air+ Gateways providing LoRa® to Wi-Fi connectivity (one per floor)
- Modbus TCP communications to the SCADA platform
- ADISRA SmartView for centralized monitoring and visualization
- Microsoft SQL Server Integration for Historical Data Storage
- Microsoft Power BI dashboards and reporting tools
- Automated email alarm notifications for maintenance and infrastructure personnel

To address these requirements, Metroinstruments S.A.S., a Colombian systems integrator specializing in measurement, control, and industrial automation solutions, implemented an advanced environmental monitoring system using ADISRA SmartView. The project included monitoring production rooms, UPS electrical rooms, and server rooms across three operational floors using a wireless LoRa-based architecture integrated with Modbus TCP communications and MS SQL Server historical data storage.

The resulting solution provides TASKUS with centralized real-time monitoring, automatic alarming, historical traceability, and remote access to environmental data. Through intuitive dashboards, trending tools, and automated notifications, facility personnel can respond proactively to deviations before they impact operations. The implementation has significantly improved operational visibility while reducing the risk of downtime caused by overheating or humidity-related failures in critical infrastructure areas.

2. Customer Overview

TASKUS

TASKUS is a global provider of outsourced digital services and next-generation customer experience solutions for many of the world's fastest-growing technology companies. Its Cali, Colombia facility is one of the largest contact center operations in the region, built to deliver secure, scalable, and high-performance services while supporting employee well-being. To help ensure continuous operations, TASKUS required real-time monitoring of environmental conditions across production areas, server rooms, and other critical infrastructure spaces.

Metroinstruments S.A.S.

Metroinstruments S.A.S. is a Colombian engineering and automation company specializing in industrial automation, process control, instrumentation, industrial communications, and IIoT solutions. With a multidisciplinary team of engineers, technicians, and automation specialists, the company delivers complete project execution from design and implementation through commissioning and support. For this project, Metroinstruments designed and deployed an environmental monitoring solution using ADISRA SmartView, providing TASKUS with real-time visibility into critical temperature and humidity conditions throughout the facility.

BUSINESS IMPACT

- Improved environmental visibility across the facility
- Faster response to temperature and humidity deviations
- Reduced risk of overheating, equipment failures, and service interruptions
- Complete historical traceability for auditing and reporting
- Enhanced reliability of server rooms and UPS infrastructure
- Proactive monitoring to support continuous operations

FUTURE EXPANSION

Following the success of the environmental monitoring project, TASKUS has selected Metroinstruments S.A.S. to expand the solution with real-time monitoring of six UPS systems. Using ADISRA SmartView, the new system will provide continuous visibility into battery health, charge status, and backup runtime, further improving infrastructure reliability and operational continuity.

3. The Challenge

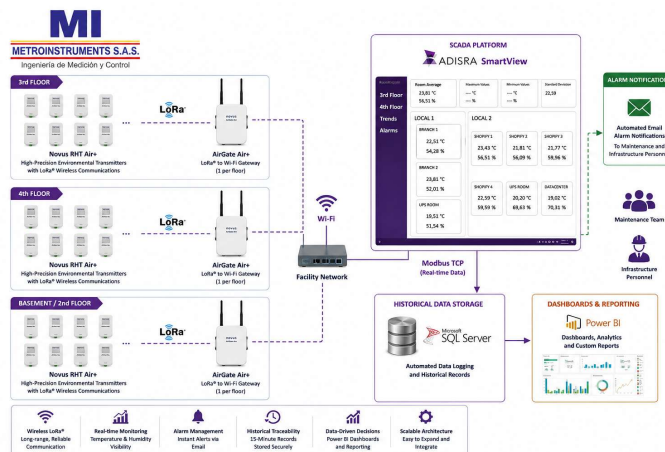
TASKUS required a reliable and scalable environmental monitoring solution to continuously supervise temperature and humidity conditions across multiple operational areas, including server rooms and UPS infrastructure. Maintaining environmental conditions within established thresholds (20°C–24°C and 50% ± 10% relative humidity) was critical for protecting equipment, ensuring operational continuity, and supporting employee comfort.

The company needed a centralized system capable of providing real-time monitoring, automated alarm notifications, historical data logging at 15-minute intervals, remote access to environmental data, and visualization across multiple floors. The solution also needed to support future expansion while minimizing installation costs through a wireless infrastructure.

4. The Solution

To address TASKUS's environmental monitoring requirements, Metroinstruments S.A.S. implemented a wireless monitoring solution powered by ADISRA SmartView and Novus Climate Air+ LoRa® long-range communication technology. The wireless architecture enabled rapid deployment across all three facility floors while eliminating the need for extensive cabling and reducing installation costs.

ADISRA SmartView served as the central monitoring platform, providing real-time visualization of temperature and humidity conditions, alarm management, historical data logging, and trend analysis. Intuitive dashboards gave operators and maintenance personnel immediate access to environmental data throughout the facility, enabling faster response to changing conditions. The solution was designed with scalability in mind, allowing additional sensors and monitoring points to be added as operational requirements evolve.



5. Business Impact

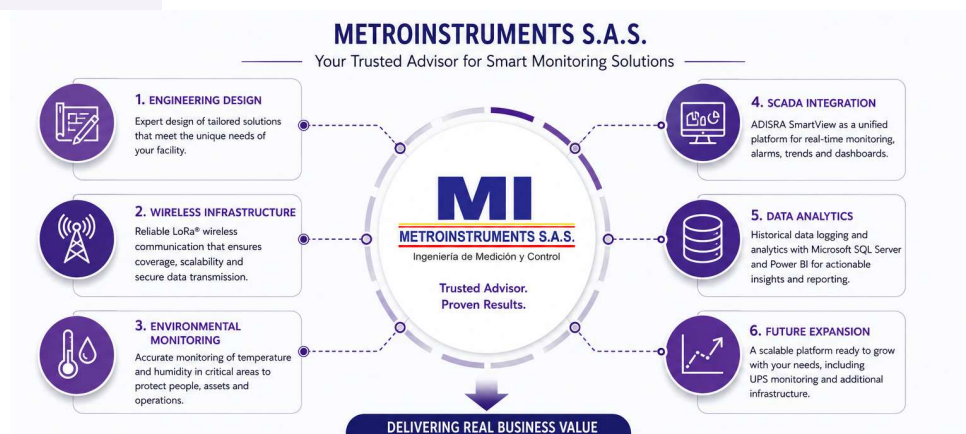
The implementation delivered immediate operational benefits for TASKUS by improving environmental visibility, response time, and infrastructure reliability. With ADISRA SmartView's real-time dashboards, trend analysis, and alarm management capabilities, facility personnel can proactively monitor temperature and humidity conditions and quickly respond to deviations before they impact operations.

The solution provides comprehensive historical traceability through automated data collection and logging, supporting auditing requirements and operational reporting. Continuous monitoring of critical areas, including server rooms and UPS systems, has reduced the risk of overheating, equipment failures, and service interruptions, helping ensure a reliable and productive operating environment throughout the facility.

6. Future Expansion

The success of this project has further strengthened TASKUS's confidence in Metroinstruments S.A.S. as a trusted automation and monitoring partner. Building on the proven results of the environmental monitoring system, TASKUS has selected Metroinstruments to lead the next phase of the project, which will include real-time monitoring of six UPS systems located throughout the facility.

Using ADISRA SmartView as the centralized monitoring platform, the expanded solution will provide continuous visibility into UPS battery health, charge status, and available backup runtime. This proactive approach will further enhance infrastructure reliability, helping TASKUS protect critical operations while ensuring maximum system availability.



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