

TECHNICAL DATASHEET

AITHANEX v1.0

Modular software, data, operations and integration platform for connected systems

Type:

Technical datasheet

Product:

AITHANEX v1.0

System:

AITHANEX

Audience:

Engineering, integration, operations and support

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1.0

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Product type

Modular software, data, operations and integration platform for connected systems.

AITHANEX brings together IoT devices, telemetry (remote reading of variables and states), automation, conversational support and applied AI on a common base.

Role within the system

AITHANEX acts as the technology base for connecting devices, data and operational workflows.

Its products can be used separately or combined depending on the project: telemetry and control, customer conversations and applied AI.

Operational issue

Connected projects often split hardware, firmware (the device's embedded software), data, support, automation and integration across separate systems.

That fragmentation complicates operations, duplicates configurations and makes it harder to maintain traceability between devices, users, events and actions.

Software products

Product	Technical function
AITHANEX Things	Operational IoT platform for telemetry, control, rules, assets, commands and history.
AITHANEX Customer service	Conversational product for omnichannel inbox, bots, human support and agent mobile app.
AITHANEX AI	Applied AI platform for agents, assistance, document search, classification and reports.

Technical base and connected products

Product	Technical relationship
AITHA Core	Hardware and software base for connected products.
Router LoRa	Dedicated LoRa link to AITHANEX or to the customer's backend over 4G, Ethernet or Wi-Fi.
AURA X36	Gateway for signals, sensors, actuators and distributed systems.
AITHA Protection	Security device for exposed assets with movement, impact or tampering events.
Lux AITHA LoRa	LoRa node for control, scheduling and monitoring of light points.
Lux AITHA NB-IoT	NB-IoT controller for control, scheduling and monitoring of light points without a dedicated LoRa router.

OSHTIA EV Charger

Manageable EV charger with identification, power control and connected operation.

Platform capabilities

Area	Scope
Operational data	Telemetry, states, events, history and alarms.
Automation	Rules, workflows, remote actions and operational escalation.
Security	Users, permissions, segmentation and traceability.
Integration	APIs, connectors, internal systems and external platforms.
Operations	Monitoring, remote control, maintenance and asset tracking.
Applied AI	Assistance, classification, document search, reports and analysis on authorized data.

Typical technical scenarios

Scenario	Use
Telemetry and control	Connect devices to AITHANEX Things to receive data and run actions.
Omnichannel support	Centralize conversations with AITHANEX Customer service and hand off to human operators.
Supervised AI	Add AITHANEX AI when there is a verifiable objective and authorized data.
OEM or white label	Adapt visual identity, domain and modules to the end customer.
Enterprise integration	Connect ERP, CRM, email, APIs or internal systems without replacing what already works.

Technical requirements

Area	Requirement
Devices	Ability to publish data or integrate through a gateway, API or compatible protocol.
External systems	APIs, credentials and exchange rules defined per project.
Users	Roles, permissions and segmentation configured for each deployment.
Data	Minimum model of assets, events, states and metrics for traceable operation.

Scope

AITHANEX is not a single monolithic dashboard.

It is a modular suite with a common base. Each product keeps its function: IoT operations, conversational support, applied AI, firmware or connected hardware.

Operational advantage

AITHANEX makes it possible to deploy connected solutions on a common infrastructure.

It centralizes data, permissions, traceability and integration, while keeping the modularity needed to operate each product according to its function.

References

- AITHANEX: <https://aitha.es/en/platform/>
- AITHANEX Things: <https://aitha.es/en/platform/things/technical/>
- AITHANEX Customer service: <https://aitha.es/en/platform/customer-service/technical/>
- AITHANEX AI: <https://aitha.es/en/platform/aitha-ai/technical/>
- AITHA Core: <https://aitha.es/en/aitha-core/technical/>
- Router LoRa: <https://aitha.es/en/products/lux-aitha/technical/>
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- Lux AITHA NB-IoT: <https://aitha.es/en/products/lux-aitha/technical/>
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