**IoT Services:** IoT Endpoint Lifecycle Management

**Best-in-class services designed to simplify and accelerate IoT solution adoption**

According to a recent study conducted by Cisco, nearly two thirds of IoT initiatives never make it past the Proof of Concept (PoC) phase. 60% of respondents attributed project failures to unforeseen issues, stressing that IoT initiatives often “look good on paper”, but prove to be more difficult than expected.

Over the last three to five years, IoT adoption rates have skyrocketed, but there are still a very limited number of organizations that possess the internal expertise and dedicated resources required to successfully deploy and maintain an IoT solution. Many companies that embark on an IoT implementation journey alone – when IoT is not something that is core to their business – are naive to the complexities and intricacies of the IoT ecosystem, and unaware of the level of resources that IoT applications demand. As a result, these organizations experience challenges such as delayed time-to-market, slowed revenue realization, budget overruns, or even complete project failures.

KORE’s suite of best-in-class services are designed to help businesses avoid these challenges and launch their IoT solutions quickly and efficiently, as well as manage and maintain their deployed solutions to ensure the highest possible ROI is achieved. With decades of proven IoT experience, KORE provides the expertise, resources, and support for simplified IoT endpoint lifecycle management.

**Deployment Services**

Execute your IoT strategy successfully and recognize ROI quickly with KORE’s deployment services that streamline and accelerate time-to-market. Primary capabilities include:

- **Demand Forecasting**
  - Purchase planning with suppliers to ensure availability

- **Order Management**
  - Domestic and global, device and accessory procurement

- **Staging & Kitting**
  - Assembly and configuration of devices and accessories

- **Inventory Management**
  - Storing, shipping, and tracking of devices to deployment sites

- **Site Surveys**
  - Per-site network performance with environmental validation and remediation

- **Installation & Activation**
  - Device implementation with network activation and application validation

- **Asset Management**
  - Tracking of device-to-site assignment, maintenance, and chain-of-custody management
Operational Management

Allow KORE to support day-to-day operational management requirements and free internal resources to focus on what is core to your business. Primary features include:

- **Help Desk Support**: Tier 1 support services for issue logging, ticket assignment, tracking, and SPOC
- **Service Assurance**: Tier 2 and 3 technical support for IoT solution component troubleshooting and resolution
- **MNO Operations**: Multi-MNO joint operational support for order, activation, troubleshooting
- **Managed Services**: 3Rd party support service for staff augmentation and TCO

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**Sustainment & Support Services**

Leverage KORE’s sustainment and support services to maintain a healthy, future-proofed IoT implementation. Primary features include:

- **Triage Support**: Validate endpoint fault condition (avoid “no trouble found”)
- **Claims Management**: Initiate repair and replace workflows
- **Re-Staging & Kitting**: Assembly and configuration of replacement components
- **Advanced Exchange**: Rapid delivery of failed endpoint components for business continuity
- **Re-Installation & Activation**: Endpoint re-installation with network activation and application validation
- **OEM warranty management**: Manage device inventory relative to OEM warranty and insurance
- **End of life disposition**: Endpoint collection, data sanitization, recycle/resell, and asset management updates

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By partnering with KORE, organizations benefit from a simplified and streamlined IoT deployment process. Working with a single, trusted advisor enables organizations to enhance scalability with multinational capabilities and global expertise, reduce Total Cost of Ownership (TCO) via a consolidated operational model, and reduce risk associated with launching and managing a successful, long-term IoT solution.

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**Interested In IoT Endpoint Lifecycle Management Services?**

Speak with a KORE specialist and see how our Wireless Failover Solution can protect your business.