

We've got you covered with Enhanced Support Services for IoT



Offering a full suite of services designed to support your day-to-day IoT activities, allowing you to focus on your business

Optimize and simplify your corporate IoT environment with Enhanced Support Services for IoT. While you focus on your core competencies and strategic long-term goals, allow AT&T to manage your company's IoT solutions. Whether you are looking for us to completely manage the entire solution or just a subset of it, we can scale any part of our Enhanced Support Services to meet your requirements.

Features and benefits

- Dedicated project manager for tracking and deployment of IoT devices
- Administer SIMs effectively and efficiently
- Simplify your business's approach to billing and usage
- Create and act on service level metrics through system monitoring options
- Keep your systems healthy with bi-annual end-to-end operations reviews

Fully managed package

IoT enhanced support services – all inclusive

Our integrated, fully managed package provides a full suite of services to manage your IoT solutions.

- Pre-deployment
- Implementation/lifecycle support
 - Admin/SIM management
 - Billing support
 - Reporting support
 - Technical assurance manager support
 - IoT bi-annual solution health check

Individual services

Enhanced implementation services

AT&T will assign a dedicated project manager who will be responsible for the day-to-day tracking and implementation of the deployment. Items included:

- Consultation on device certification process
- Outside SIM vendor engagement/management
- Consultation on billing structure and automation capabilities/usage alerts
- Consultation on custom reporting
- Initial tracking of order status/deployment status
- Tracking of key deliverables/deployment phase
- Enhanced trouble management support through deployment phase
- Contract compliance audit

Enhanced billing services

This service includes managed billing support:

- Monthly billing audit to assess usage limits and capture any billing anomalies for correction
- Delivery of monthly invoice and corresponding usage reports
- Audit of contractual requirements (rate plans, discounts, etc.)
- Dispute and credit management

Service-level metrics reporting

As we build the service plan for each client around IoT delivery and IoT customer service, we jointly set available system monitoring thresholds. As part of this offer, we will provide you monthly or quarterly metrics such as number of trouble tickets opened, usage trending, equipment distribution, and several other service-level metrics.



IoT health check

AT&T will perform a bi-annual end-to-end operations review of the customer's service configuration and performance, including:

- Review custom access point name (APN) design & mobile IP pool utilization
- Baseline end-to-end network (Layer 3) performance
- Baseline end-to-end transport & application (Layer 4+) performance
- Review dimensioning of transport links capacity
- Examine cellular connection management scheme
- Examine application session management scheme
- Examine mobility management scheme
- Examine end-to-end security



Advanced console administration training

Advanced console administration training includes:

- Customized portal training to accommodate customer's internal structure
 - SIM Administration/Management: Activation & deactivation of SIMs, both individual and bulk submissions; rate plan changes, individual & bulk; APN/profile updates
 - Billing: Full review of monthly invoice and how to effectively decipher each invoice component. Review of corresponding reports to provide usage details for each active service
- Four sessions that would provide comprehensive detailed instructions on the following:
 - Reporting: Full review of all reports contained within the portal as well as instruction on building custom reports to capture specific information that customers may need on a monthly basis
 - Trouble Management: Detailed review of ticketing portal, which includes review of trouble details needed to effectively report a break/fix situation. Review of Advanced Solutions Customer Service help desk process as well as escalation paths that may be used by customer

To learn more about AT&T Internet of Things, visit <https://www.business.att.com/solutions/Family/internet-of-things/iot-professional-services/#Overview>

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