

Make your IoT life easier with Enhanced Support Services for IoT



Streamline your operations with **easy IoT management** and eliminate unplanned expenses

Let our IoT experts manage projects, SIMs, billing support, and health checks so you can 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 Business 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.

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
 - Reporting
 - Technical assurance manager
 - IoT scheduled engineering services

Features

- Dedicated project manager for tracking and deployment of IoT devices
- Efficient and effective SIMs administration
- System monitoring options to create and act on service level metrics

Benefits

- Simplified approach to billing and usage
- Scheduled engineering services including end-to-end operations reviews to keep your systems healthy
- Optimization across carriers globally
- Enhanced billing services
- Service level metrics reporting

Implementation/Migration Services

AT&T Business will assign a dedicated project manager who will be responsible for the day-to-day tracking and implementation of the deployment, including:

- Consultation on the device certification process, billing structure, automation capabilities/usage alerts, and custom reporting
- Outside SIM vendor engagement/management
- Initial tracking of order status/deployment status
- Tracking of key deliverables/deployment phase(s)
- Enhanced trouble management support through deployment phase(s)
- Contract compliance audit
- Migration services to the AT&T IoT platform

IoT Scheduled Engineering

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

- Review of custom access point name (APN) design and mobile IP pool utilization
- Baseline end-to-end network (Layer 3) performance
- Baseline end-to-end transport and application (Layer 4+) performance
- Review dimensioning of transport links capacity
- Examine & manage the performance of:
 - Cellular connections
 - Application sessions
 - Mobility
 - 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 (both individual and bulk) for: SIM Activation and deactivation, rate plan changes, and 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 you may need on a monthly basis.
 - Trouble Management: Detailed review of the ticketing portal, which includes review of trouble details needed to effectively report a break/fix situation. Review of the Advanced Solutions Customer Service help desk process as well as escalation paths that you use in your business.

**Talk to an AT&T
Business expert.
877.589.2579**

Why AT&T

AT&T Business is the leader in IoT connectivity. As of 3Q22, AT&T became the first U.S. provider to hit 100 million IoT connections. We have 102 million connected devices and added 5.7 million connected devices in 3Q22.

Contact your AT&T Business representative or [LEARN MORE HERE.](#)

Important Information General: AT&T Enhanced Support Services for IoT/IoT Priority Care as described in this product brief (the “Solution”) is available only to eligible customers with a qualified AT&T agreement (“Qualified Agreement”). The Solution is subject to: (a) the Qualified Agreement; and (b) applicable Sales Information. Any service discounts, equipment discounts, and/or other discounts set forth in the Qualified Agreement or otherwise do not apply to the Solution. AT&T’s privacy policy may be viewed at <https://www.att.com/privacy>. Additional terms and conditions may apply. Offer subject to change. See your AT&T Account Representative for further details. **Coverage:** The Solution is available in the domestic United States. However, wireless coverage is not available in all areas. AT&T coverage maps are available at <https://www.att.com/maps/wireless-coverage.html>. Wireless coverage is subject to transmission limitations and terrain, system, capacity and other factors.