Reliable connectivity for the Internet of Things

In 2020, more than 20 billion things will be connected*. This soaring number of smart objects represents a massive opportunity for mobile operators. But to succeed in the world of IoT, reliable and secure connectivity is absolutely essential. In their role as IoT connectivity providers, mobile operators must ensure network performance quality to guarantee that device makers and IoT service providers can offer always-on connectivity to their customers.

A solution to monitor smart objects in real time

LinqUs IoT Quality of Service is a comprehensive solution from Gemalto that allows mobile operators to monitor the cellular connectivity of static and mobile smart objects in real time. It provides instant network status and analysis, and immediately highlights any issues by ensuring a rich array of data is readily available and accessible. The solution enables mobile operators to enhance network service quality and reduce the risk of connectivity issues.

LinqUs IoT Quality of Service suits a wide range of IoT use cases, including:

- Fleet management
- Home automation
- Point of Sale
- Smart Grid
- Automotive
- Consumer electronics

* Source: Gartner
LinqUs IoT Quality of Service

**In the device: Data collection process**
Flexible solutions for automated data collection and upload process, using either an agent embedded on the device’s connectivity module or an applet installed on the eSIM.

**In the cloud: Server platform**
A dedicated IoT Quality of Service data processing and database server platform that can be deployed at the operator’s premises, or in the cloud for fully outsourced management by Gemalto.

**Succeed in your IoT connectivity deployments**
- Extend customer experience monitoring to cover their expanding IoT services
- Provide reliable and secure connectivity to the IoT
- Analyze connectivity performance, demonstrate your performance capabilities and deliver outstanding levels of service to your clients
**Front-end: Analytics dashboards**

All the information gathered by LinqUs IoT QoS is available through customizable analytics dashboards. They offer an at-a-glance overview of the connectivity status of an entire fleet of devices, along with comprehensive reporting and map views.

- **Advanced Analytics dashboard**
  This is a user-friendly advanced tool to monitor network quality, and includes a wide range of KPIs to analyze and correlate the data collected.

- **Service Level Agreement dashboard**
  Offer your clients an extra VAS by sharing your performance through tailored KPIs designed to provide a simple and intuitive view of cellular connectivity status (in real time or periodic analysis) of entire fleet of device.

- **Real-Time Alert dashboard**
  Manage alarm settings and receive real-time notifications of any problems occurring on the network.

- **Customer Service dashboard**
  See customer connectivity status at a glance to provide a more reactive and adapted service.

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**Provide value added connectivity services to your IoT customers**

- Offer reliable connectivity by pro-actively detecting and solving potential issues in real time.
- Provide clients with clear visibility of network and connectivity performance to facilitate SLAs.
- Offer best-in-class customer service with tailored dashboards providing intuitive real-time data connectivity status for entire fleets of devices.
Benefits

> For mobile operators:
  - Pro-actively detect network issues for faster resolution
  - Collect a wide array of data for a clear view of network performance
  - Stand out from the crowd with an advanced SLA dashboard
  - Easy to deploy solution, at the customer’s premises or in the cloud, managed by Gemalto
  - Improve Customer Service process

> For IoT device makers and service providers
  - Enhance connectivity reliability by detecting issues in real time
  - An advanced SLA dashboard to monitor KPIs
  - Flexible data collection through an app in the connectivity module or an applet running on the eSIM
  - Avoid unexpected roaming connectivity costs