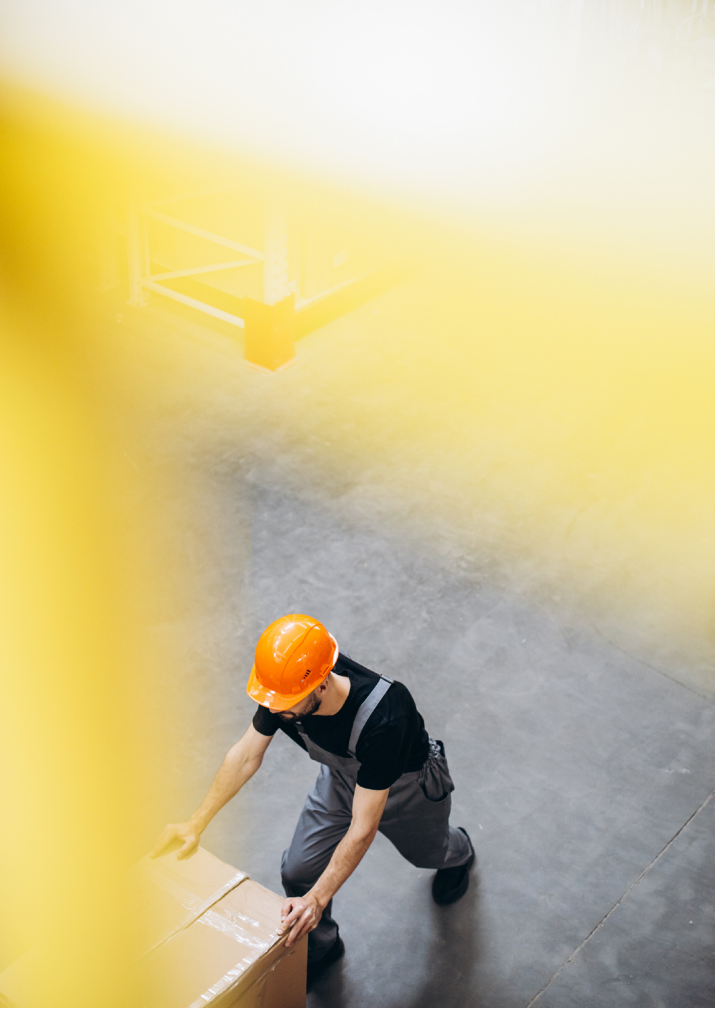


SOLUTION BRIEF

From Operational Uncertainty to Proactive Control



OVERVIEW

Your IoT solution is built on a foundation of high-quality connectivity from Swisscom. You are already using connected devices to gain a competitive edge. As your deployment scales, a new challenge emerges - managing operational complexity without letting costs increase unexpectedly.

To help you address this challenge, Swisscom has partnered with Aeris, an experienced global provider of IoT technology. Together, we are introducing a service that enhances the connectivity you trust with an integrated layer of proactive visibility and control, helping you to scale profitably.

THE CHALLENGE: THE INEFFICIENCIES OF LACKING DEEP VISIBILITY

Even with excellent connectivity, operating without deep device-level visibility can lead to costly inefficiencies.

01 Uncontrolled Costs: A minor firmware bug or a “chatty” application can cause unforeseen data spikes, leading to unpredictable overage charges that are difficult to forecast.

02 Reactive Firefighting: When a device is shut down for exceeding its data limit, it can cause a service outage for your customer. Without context, your team is left searching for the root cause, which can take valuable engineering hours.

03 Inability to Scale Profitably: The manual processes used to manage a small number of devices do not scale effectively. Without the ability to see device-wide trends and automatically identify outliers, operational costs can grow faster than revenue.

THE SOLUTION: PROACTIVE CONTROL, POWERED BY AERIS

This enhanced service helps you move away from a reactive operational model. Through our partnership with Aeris, raw operational data is converted into structured, actionable information. It delivers a single interface for monitoring and control over the connectivity + management + security services you receive from Swisscom. This is powered by the Aeris IoT Accelerator Platform and its integrated Aeris IoT Watchtower™ capabilities.

01 Gain End-to-End Visibility: Get a single, live view of your entire IoT environment, which helps to reduce blind spots between your devices, the Swisscom network, and your cloud applications.

02 Move to Proactive Cost Control: See real-time data consumption and use rate-limiting policies to help prevent overages before they happen.

03 Reduce Mean-Time-to-Resolution (MTTR): Go from wondering if there is a problem to understanding why it happened. The platform allows you to see a fleet-wide anomaly, automatically identify the affected devices, and find the root cause.

04 Enable Data-Driven Business Decisions: Understand how your devices are being used and which applications drive the most data. This allows you to optimise policies and ensure you are running a profitable service.



THE SWISSCOM & AERIS ADVANTAGE: AN INTEGRATED PARTNERSHIP

The key advantage of this solution is its integration. Operational control is natively built into the connectivity service you already use. Through our partnership, the Aeris IoT Watchtower™ visibility fabric is unified with the Swisscom network.

This integration means the ability to identify a problem and the ability to control it are in a single, cohesive platform. It is delivered and supported by Swisscom. You receive the benefits of Swisscom's reliable network combined with Aeris's 25+ years of experience in managing large-scale IoT deployments.

QUANTIFYING THE IMPACT: MEASURABLE RESULTS

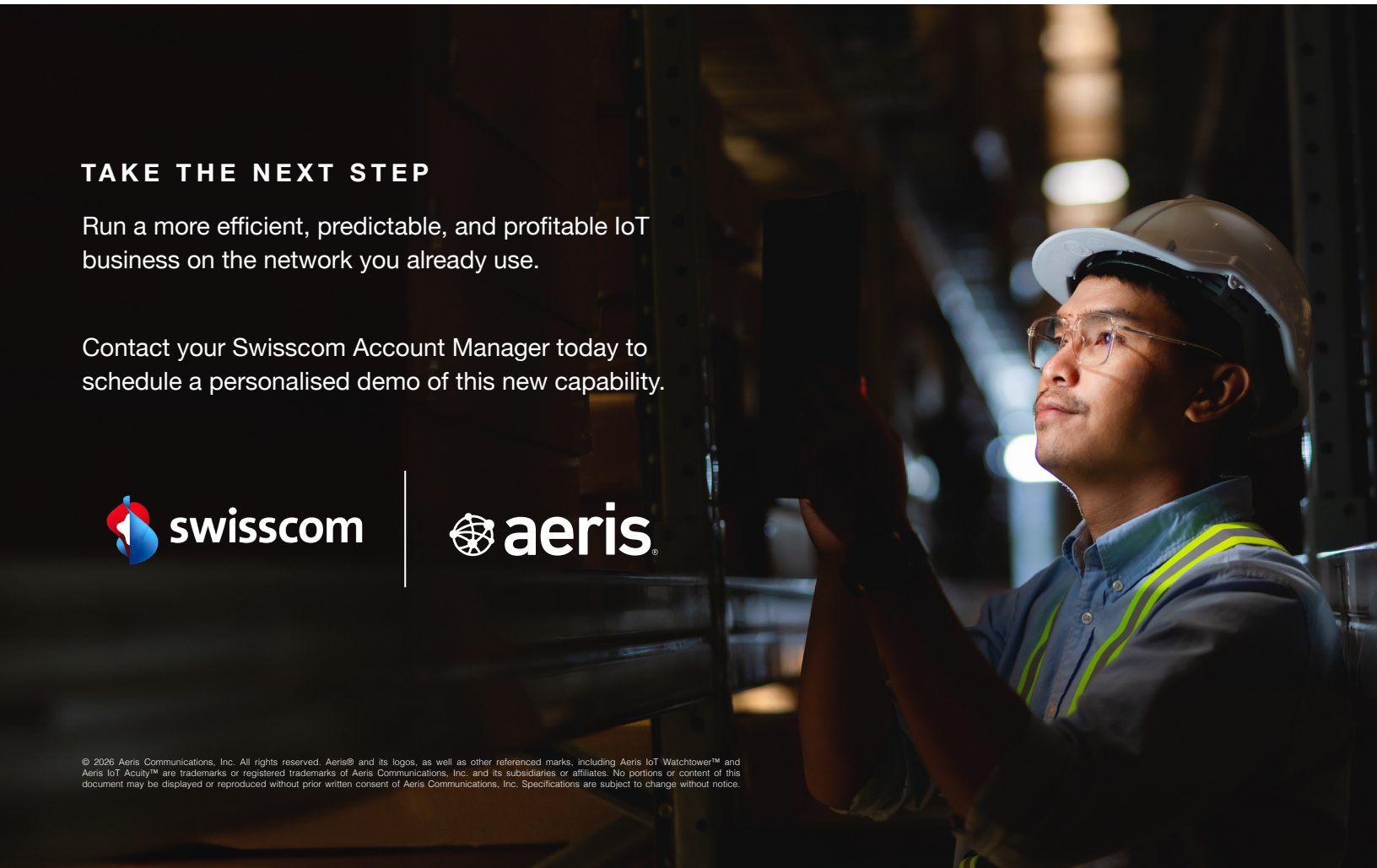
This technology is delivering measurable improvements for organisations in multiple sectors:

01 A utility provider avoided a service disruption by using Aeris IoT Watchtower to detect that a batch of smart meters was failing to connect after a firmware update. The platform identified the misconfigured devices, allowing for remote remediation and preventing inaccurate billing.

02 A remote patient monitoring provider ensured data integrity by catching a software bug in new devices that were consuming excessive data. The Aeris IoT Watchtower flagged the anomaly, enabling a swift remote fix and preventing potential service interruptions.

03 A global airline reduced incident resolution time from days to minutes when troubleshooting a software bug that was causing large data overages.

04 A financial institution prevented an outage of their ATM network by quickly identifying a security patch that was causing some machines to enter a reboot loop. Aeris IoT Watchtower helped them to isolate the affected ATMs and roll back the update.



TAKE THE NEXT STEP

Run a more efficient, predictable, and profitable IoT business on the network you already use.

Contact your Swisscom Account Manager today to schedule a personalised demo of this new capability.

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