

BT Wholesale Machine to Machine

A complete guide to our M2M service

July 2017





BT Control Centre

Our dedicated M2M service, EE Connect, is a two pronged management solution that gives you an easy-to-use Control Centre and M2M-specific SIMs. With BT Control Centre we give you the ability to manage your own device deployments, helping increase issue-reaction time and scale deployments more quickly.

The Control Centre

You and your customers can have total visibility of your M2M connections with our cloud-based portal. The Control Centre acts as a hub, giving customers the opportunity to manage devices, connections and costs from a single platform. The benefits of our Control Centre include:

- Ability to scale quickly and automate processes such as lifecycle management, diagnostics and remote device control
- Increased service reliability by proactively monitoring and responding instantly to specific behaviours in real time and addressing any irregularities before they become issues
- Costs are lowered by automating and streamlining operational processes to save time, and help your customers make more informed business decisions

Our SIM portfolio

We offer dedicated M2M-specific SIMs that are compliant with international standards and can be integrated into a huge number of devices. The SIMs are ruggedized, operating at temperatures ranging from -40°C to +105°C, and are resistant to vibration and corrosion. Most mobile SIMs cannot perform at this level, making our dedicated

M2M SIMs a worthwhile investment for your customers. Other benefits of our M2M SIMs include:

- Widest possible network coverage because the SIMs are suitable for use on 2G, 3G and 4G networks
- The SIMs have a high level of electronic robustness so can handle high numbers of read/write cycles that are encountered with M2M solutions
- The SIMs are available in a range of physical form factors to meet the needs of device developers or existing M2M deployments your customers might have
- Combined with our Control Centre, you will be able to enable roaming for your customers in over 148 countries across the globe

BT Control Centre user scenario

Your customer, a mid-sized utilities provider, is looking to rollout smart meters to all of its customers. By using EE Connect, the utilities provider is able to ensure data from the smart meters, whether installed within businesses or within consumer homes, is transmitted accurately and quickly into their business. The smart meters transmit data about their own status, saving your utilities customer time and money sending out engineers to constantly check on devices.

As a solutions provider, you can upsell a full service offering, including device replacement programmes. With more in-depth analysis of the customer data within their business, your utilities customer can then more accurately predict customer bills in real-time, helping to improve customer experience.

Rapid Deployable Network

A Rapid Deployable Network is just that – a quick and reliable method of setting up M2M connectivity. Whatever the size of their business and whatever they need it for, you can connect your customers' devices over our fast 4G network and get them up and running.

Whether it's for a construction site office or a pop-up restaurant, our Rapid Deployable Network doesn't require a fixed wired link, so your customers can be set up and ready to go exceptionally quickly. Offering the Rapid Deployable Network as a managed service means you can connect your customers to your router, which is connected via our dedicated M2M SIMs to our network, and then supplies connectivity back to your customer.

The plug and play connectivity can also be moved around, should the construction site office change location or the customer require additional connectivity elsewhere. Other benefits of our Rapid Deployable Network include:

- Quickest possible connections and network speeds by using our ultra-fast 4G network
- Excellent value for money because our network can be used in multiple ways – permanent backup, temporary use or quick-start connectivity, giving you plenty of choice to offer customers

- Suitable for any of your customers whether they are large corporate or SMEs, our Rapid Deployable Network is safe, secure and quick
- We can protect you from costly SLA credits by making sure you can deliver the resilience you've agreed with your customers

Rapid Deployable Network user scenario

A small retailer has just opened a pop-up shop in a new region to capture vital Christmas trade and test the area for longer term opportunities. The pop-up shop will only exist for a two month period, and therefore requires temporary connectivity for comms and data services. By installing a Rapid Deployable Network, comprising a preconfigured router fitted with a 4G SIM card, the pop-up shop can be trading within hours of installation. Once the trading period is over the Rapid Deployable Network can be moved to a new location or, if the retailer finds success in that region, it could be used as a temporary solution before getting fixed lines installed into a new permanent shop.





Managed Dual Path

For some of your customers connectivity downtime could spell disaster. With Managed Dual Path, you can offer resilient, secure and private backup connections that significantly reduce the chances of total connection failure. By offering customers an M2M solution that maximises device availability and ensures that the network is always on, you can help keep their business running.

Managed Dual Path combines our high-quality broadband and mobile data networks, switching to the mobile path if the broadband path suffers any interruption. This enables your customers to carry on working with minimal interruption to their business. Whether they are making sales, or ensuring the safety of our water supply, the additional level of failover means you can give them the safety net they need to keep going.

Managed Dual Path has optional benefits and features to suit your customers' needs, including APN solutions (both public and private), multiple backhaul options (VPN, MPLS and Dedicated Links) and M2M-specific routers and peripherals.

With Managed Dual Path, you can sell with the confidence of knowing your customer is always on, with high Service Level Targets. Other advantages include:

- Our Network Management Centre can help you manage the service if you require, 24/7
- We have a dedicated M2M support team who are available to help

offer advice and consultancy to you and your customers on all aspects of M2M

- Our technology and devices can deal with exposure to harsh environments
- Using our EE network, your customers will have ultra-fast 4G connectivity speeds
- We have a specialist helpdesk and an experienced project management team to help deliver your project to your customers if required

Managed Dual Path user scenario

An alarm monitoring and CCTV service company is one of your customers. As a security organisation, they rely on their network to provide their own customers with continuous CCTV from a variety of sites and remote locations. As part of their service they offer high-quality imagery, streamed to their clients. They cannot accept any downtime to their service or they risk breaking their own SLA. With Managed Dual Path, if the broadband connection they are using should ever suffer from interruption, the 4G M2M SIM will continue streaming the images at high quality levels, until the broadband service is resumed.

For more information email clientreception@bt.com or call 0800 671 045

www.btwholesale.com

BT wholesale

Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2017
Registered office: 81 Newgate Street, London EC1A 7AJ.
Registered in England No: 1800000.

Issued: July 2017

Find out more at: btwholesale.com