

# Commercial Site Security Package

INDUSTRY BRIEF



## AT A GLANCE:

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Commercial site security, or premises security, packages from either Application Service Providers (ASPs) or original equipment manufacturers (OEMs) require scalable, automated, and secure connectivity management that reduces operational complexities, while improving the ability to manage costs and resell through distribution channels. With anticipated growth, an automated, multi-tiered billing / account management solution would ease the entire process. Connectivity needs to be carrier and technologically agnostic, especially when planning for scalability. And with multiple carriers, there is a need for standardizing connectivity management, starting with a single pane-of-glass view of all elements of a deployment.

## The Hurdles in Your Path

You are an OEM or an ASP crafting a site security solution. You have distributors. You have customers. You have multiple products equating to dozens of configurations of your security solution. You are multi-regional in reach. Maybe looking to go global. Yet you seem to be stuck. Many of your internal connectivity management and billing processes are done manually, absorbing far too much employee time and company resources while providing minimal flexibility for numerous multi-tiered accounts. Adapting to differing service providers, with differing technologies, is proving to be costly, complex, and inefficient. That creates the issue of needing operational transparency, because with limited visibility into multiple account layers, the entire support structure becomes unwieldy. And, with multiple accounts, technologies, and carriers, a one-platform solution becomes essential. Security, with access permissions, always is a concern. Finally, the lack of account process automation creates a major headache for scaling. Searching for solutions, companies are finding that not all solutions fit all business needs.

## Elements of an Aeris Solution

For commercial site security solution providers, a scalable, a comprehensive, multi-layered solution is needed to fill several key requirements. These include:

- Greater Operational Visibility: The Aeris platform provides single pane-of-glass view for the entire deployment, regardless of size, location, technologies, or carriers.
  - Result: Transparency, in-depth visibility translates to lower deployment / device management costs. No need to synchronize multiple platforms, thereby simplifying the process and lessening the amount of management time needed.
- Multi-Tiered Account Management: Delivers increased operational efficiencies, thereby allowing OEMs or ASPs to segment their devices, automate reporting, and off-load support downstream to their distributors.
  - Result: Increased scalability, lower operational costs.
- Multi-Tiered Billing: Meets the requirement of different billing demands of multi-national locations. Allows for wholesale / retail rate plan automation with customized mark-ups to automate invoice creation for connectivity billing downstream. Can be applied for additional application services as needed.
  - Result: Scalable billing for re-occurring, ongoing services can be automated. Account-level rating / reporting for connectivity services via customized rate plans. CRM / billing system for invoice creation.

Before: The Old Way w/ Multiple Steps	Aeris Solution: Simplifying the Complex
Existing restricted billing processes able to process only hardware purchase orders. Billing has to be done manually fore recurring services.	With multi-tiered account management, sellers are able to create customized retail rate plans for each Dealer account.
Monthly connectivity services only billable as a flat service—overages and varying charges cannot be automated.	Automates ratings and creates monthly billing reports that detail specific device charges for each Dealer based on usage, mark-ups, and device counts.
Pass through model is easily scalable but does not allow for mark-ups.	
Companies have to create reports manually for each Dealer.	Billing reports are fed into an Aeris billing system to automate accurate monthly connectivity invoicing.

- Software-Defined Network: Enables remote, secure access to specific devices only. The multi-user role functionality ensures that sub-account access is securely restricted.
  - Result: Highly secure account and user access.

- Connectivity: Aeris provides a one-stop shop for all connectivity needs to complement existing carrier agreements:
  - Result: Flexible, reliable, always-on, carrier-agnostic connectivity. Lowest total cost for the entire deployment.
- Over-the-Air (OTA) Updates: Seamless high-scale distribution of over-the-air software update delivery to end devices. With dozens, hundreds, or thousands of devices in a deployment, updating software files can be a time-consuming effort, especially if devices are spread out or in remote areas. With OTA, update all the devices at once from one central location.
  - Result: Speed, efficiency, and consistency are the results when updates are undertaken via an OTA update. Add to that the significant cost savings when each separate device does not need human touch.
- Security and Support: Aeris' security by design, along with support services, provide the backbone to any deployment.
  - Result: Highly secure data with the ability to control access. Quicker issue resolution times thereby minimizing system downtime. And a reliable, secure connectivity management solution. A single platform, with a single overall view of the entire deployment, simplifies troubleshooting during activities such as provisioning, activation, billing, and support.

Before: The Old Way w/ Multiple Steps	Aeris Solution: Simplifying the Complex
End customer reports issue to dealer.	End customer reports issue to Dealer.
Dealer receives ticket and has to figure if connectivity or the device are the issue.	
Dealer, with limited visibility, needs open ticket.	Dealer leverages Aeris AerPort to determine root cause, initiates troubleshooting.
OEMs / ASPs troubleshoots the issue.	
OEMs / ASPs goes thru Dealer to get to customer solution.	Dealer is able to resolve more than 25% of issues, escalating the remainder to OEM / ASP.
OEM / ASP determines corrective action.	
OEM / ASP notifies Dealer about outcome/solution.	
Dealer notifies end customer.	
End customer's issue finally resolved.	Reduces number of open tickets by more than 25%, thereby supporting only major issues.

## Benefits of an Aeris Solution

If we look at just three elements of a deployment—provisioning, billing, and troubleshooting—we can see that the Aeris solution provides abbreviated pathways when compared to other options. By cutting out extraneous steps, by empowering the distributors and dealers to be more closely involved with end-customer issues, and by shortening provisioning, billing, and troubleshooting cycles, for example, the Aeris solution simplifies complicated, multi-layered procedures. Aeris functionality can create better processes, quicker response times, and increased customer satisfaction levels. In a nutshell, Aeris delivers:

- Carrier- and technology-agnostic options
- Real-time visibility, insight, and control from a single platform
- Maximum coverage, with redundancy, for maximum uptime
- Reliable and pro-active support
- Lower total cost of ownership with cost controls throughout entire deployment lifecycle

Aeris solutions have been shown to be globally tested, future proven, and can materially impact a business in multiple ways. Innovation and simplifying the entire process are key to the Aeris solution. With Aeris, both OEMs and ASPs can benefit from lower cost deployments, greater flexibility, and simplified management.

## ABOUT AERIS:

Aeris is a technology partner with a proven history of helping companies unlock value through IoT. For more than a decade, we've powered critical projects for some of the most demanding customers of IoT services today. We strive to fundamentally improve their businesses by dramatically reducing costs, accelerating time-to-market, and enabling new revenue streams. Built from the ground up for IoT and road tested at scale, Aeris IoT Services are based on the broadest technology stack in the industry, spanning connectivity up to vertical solutions. As veterans of the industry, we know that implementing an IoT solution can be complex, and we pride ourselves on making it simpler.

Visit [www.aeris.com/india](http://www.aeris.com/india) or follow us on Twitter @AerisM2M to learn how we can inspire you to create new business models and to participate in the revolution of the Internet of Things.

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