

# Thingsdata.

Brochure

All things all data

# Thingsdata.

Based in Amsterdam

Worldwide deployments

IOT Connectivity specialist

Since 2015 in IOT

Monitoring 100.000+ subscriptions and devices

Simplifying IOT

Internet of Things, discover together with us what it is. Thingsdata is an independent IoT system integrator that helps organizations from all levels to realize the challenges of Internet of Things (IoT). With us as partner you can break free from the traditional business models or processes and modernize through the deployment of innovative IoT technology.

Our goal is to make the complex technological IoT elements (hardware, connectivity and data processing) accessible for every organisation and in addition support, to extract maximum value from the IoT data.

Since 2015 | Based in Amsterdam | Privately owned company | Worldwide reach



### Hardware

#### *'Connecting devices at cloudspeed'*

IoT hardware is the source of information, it is equipped with the intelligence to collect all different types of information. Innovative hardware is not only capable of detection and measurement, but can also act if it is equipped with components that can be controlled remotely. It also possesses a cellular module, that makes it so that there is always connection with the cloud. We guide you in selecting the most suitable hardware.

- Sensors (of the shelf)
- 4G routers
- Customize sensors and gateways



### Connectivity

#### *'Limitless local & global connectivity'*

IoT connectivity, ensures that your installations, devices and sensors communicate through your own mobile internet access. We have M2M, LTE M, NB-IOT and LoRa technologies by default in our portfolio. With our portfolio of IoT networks Thingsdata offers for every application the right mobile data solution. There is intensive collaboration with a partner ecosystem, including the best roaming contracts nationally and internationally.

- It works anywhere around the world
- It is compatible with every device
- Different subscriptions



### Data processing

#### *'Analyzing a lot of data, with IoT monitoring'*

Capture data that's been unused up to now in a IoT-portal and analyze this to improve. Huge amounts of operational data can be easily analyzed, visualized and even integrate with existing systems. With the benefit to determine which data is relevant for your organization, you can achieve this with a logical IoT portal. We guide you in the process of selecting the most suitable IoT-portal for data processing, storage, reports and analysis.

- Provisioning and management of IoT devices
- Processing, collecting and visualizing data
- Security

### Premium partners



Personal touch | 24 x 7 support | High end IoT security | News | Verticals

### Interested?

Please send us a message: [info@thingsdata.com](mailto:info@thingsdata.com)

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1022 WV Amsterdam

+31 - 085-0443500  
[www.thingsdata.com](http://www.thingsdata.com)

**Thingsdata.** All things all data





High uptime  
guarantee  
with our IoT  
connectivity

Things**data**.



IoT connectivity, ensures that your installations, devices and sensors can easily communicate via your own mobile internet access. We have the M2M, LTE M, NB-IOT and LoRa technologies standard in our portfolio plus the 4G and 5G networks. With our portfolio of IoT networks, Thingsdata offers the right mobile data solution for every application.

Thingsdata offers coverage in more than 180 countries around the world and supports all currently available networks. The security of your data is also guaranteed with the various IoT security applications from Thingsdata. There is intensive expansion with a partner ecosystem including the best roaming contracts nationally and internationally.

Fast and reliable | Safe and secure | LPWAN | Local and global connectivity

### M2M

#### *'Communication between devices'*

M2M (Machine-to-Machine) communication monitoring and management of installations, equipment, and remote sensors. To be able to communicate, these devices are provided with a M2M simcard. The data is then transmitted via 2/3/4G read and routed to the cloud.

### LoRa

#### *'Reaching far and wide'*

LoRaWAN stands for Low Range Wide Area Network. The network consists of transmitters, which together form the network, and sensors that transmit their measurement data through the network. Characteristic of a LoRa network is a lot of range (ten to fifteen kilometers per transmitter), but little bandwidth (a few kilobytes per second).

### LTE M

#### *'The successor of 2G'*

LTE M has been specially developed for IoT applications and is based on the reliable 4G network. The cover of LTE M is stronger than a 2G network and has a deeper penetration rate in buildings. LTE M can be used in a energy efficient way to send data quickly and is suitable for applications that currently work with 2G.

### 4G

#### *'Fast and reliable internet connection'*

Fast 4G connections in the background ensure that all kinds of devices effortlessly and without interruptions have internet access. We also set up IoT business cases for 4G. 4G can handle large amounts of data, including a highspeed and throughput.

### NB-IOT

#### *'For sensor data traffic'*

Narrowband IOT connects devices easily and efficiently on the 4G mobile network. It has been developed for little receive and send data. NB-IOT uses a specific frequency that is strong enough to pass through thick walls and can be used underground. As a result, it offers coverage in challenging situations.

### 5G

#### *'Extremely low latency rate'*

5G is the 5th generation of mobile internet. One of the biggest improvements is the low latency. With 5G we will soon be able to download faster and start streaming with more devices at the same time, even in busy places. But 5G goes further, that's how 5G will be also important in the safety, care and agriculture verticals where fast response time is of great importance.

M2M

LTE-M

NB-IoT

LoRa

4G

5G

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**Thingsdata.** All things all data

Automatically  
switch to backup  
networks  
(redundancy)

Thingsdata.





As a customer, you want to be able to use the IoT solutions supplied by us without any worries. Want to see something adjusted, have a question or are you confronted with an incident. Even then we at Thingsdata are of course ready for you.

You can contact our support department for all your operational questions, changes and malfunctions. The support department is occupied daily from 09:00 to 17:00 by employees with expertise in the field of telecom, IT and IoT. Based on an SLA agreement, you can also count on the services of the Thingsdata support department in the evenings, at night and at weekends.

Customer care | Providing superior service | Monitoring | Connecting the data dots



### Method

#### *'Fast, reliable and professional support'*

The Thingsdata support department is available from Monday to and open on Friday from 09:00 to 17:00. You can reach us at [support@thingsdata.com](mailto:support@thingsdata.com) or at 085-0443590. We process the report as a support ticket in our ticketing system. Then your notification is assessed on urgency level and progressed by a employee with the right expertise or your dedicated service manager. Based on the agreed service level agreement, the ticket is handled and through our ticketing system you always stay informed.

- Available between 9:00 AM and 5:00 PM on working days
- Employees with telecom, IT and IoT expertise
- Fast response time and resolution time



### Ticketing system

#### *'Essential system to streamline customer care'*

Our support department uses a advanced ticketing system. With every notification a ticket is automatically created. Every ticket has a unique ID that you can use to check the status or for further correspondence. After creating the support ticket and with each status change, you will receive a confirmation by e-mail. We ask you to report any question, malfunction or change via email, because this benefits the speed and precision of our service.

- Unique ticket ID
- Confirmation by email
- Current ticket status visible



### SLA

#### *'Extended support for your organization'*

As a Thingsdata customer you have the option to contact our support department 8 hours per day, 5 days a week, but it is also possible to reach us outside office hours by phone or email (24x7 and even on public holidays) based on the specific SLA agreements. Here it is possible to get prioritization on your report (faster response times). The SLA depends on the underlying agreements with the suppliers from Thingsdata.

- 24x7 accessibility
- Response time possible within one hour
- Dedicated service manager



Personal touch | 24 x 7 support | High end IoT security | News | Verticals

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Protection  
mission critical  
communication,  
against failure.  
**Thingsdata.**





Contact us without  
obligation.

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