

What's included in Managed Services packages

Feature	Level 1	Level 2	Level 3
Connectivity issue resolution	✓	✓	✓
Dedicated support team	✓	✓	✓
Online portal training & customization	✓	✓	✓
Advanced ticket management & issue resolution	✓	✓	✓
Data usage alert setup	✓	✓	✓
Bi-annual customer relationship survey	✓	✓	✓
Comprehensive account management		✓	✓
Dedicated IoT Sr. Analyst		✓	✓
Cross-functional management		✓	✓
Automation/API support		✓	✓
Account security		✓	✓
Billing maintenance		✓	✓
Risk management		✓	✓
Pre-production/special project support		✓	✓
Comprehensive platform support			✓
Custom/proactive reporting			✓
Customer platform/dashboard visibility			✓
Customer vendor troubleshooting & engagement			✓