



**AYYEKA**



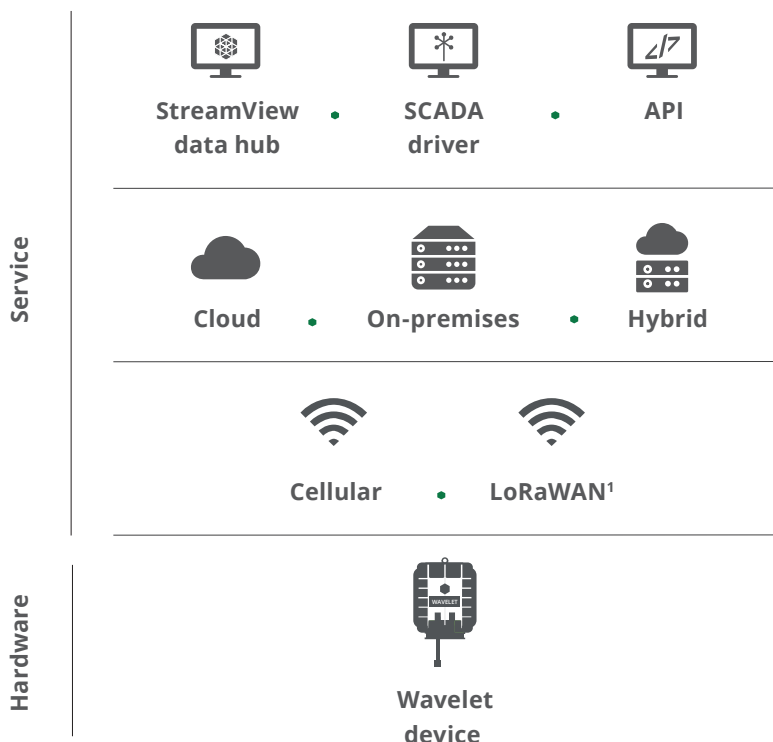
Software Brochure

# AYYEKA SERVICE PLANS

For the specific requirements of every use case, Ayyeka provides the ultimate level of flexibility for selecting digital and professional services. Eliminate complexity and reduce the costs of working with multiple vendors, maintaining servers, downloading desktop software, protecting against cyber-security threats, managing single-provider cellular communication contracts, and engaging in IT integration projects. Ayyeka's Subscription Plans and Add-ons provide a streamlined and comprehensive offer of secure cloud hosting; encrypted communication with multi-network cellular data; unlimited user access to the StreamView hub for data and device management; software and firmware upgrades; APIs for data export; alert notifications; and more.

Select one or multiple Subscription Plans – Starter, Industrial, or Enterprise– for your fleet to serve the needs of each use case. Optimize the cost structure across your deployments by switching between plans based on changing needs. Layer one or multiple Add-ons onto the plan as needed to enhance the capabilities of a given device. Utilize the digital and professional services that your use case requires and save on those that may not be needed. The streamlined approach and flexibility in Ayyeka's offering make implementing and scaling your remote monitoring deployment easier than ever.

## Ayyeka's Service Plan



**Notes:**

<sup>1</sup> Wavelet supports LoRaWAN and other "Low-Power-Wide-Area-Networks", like NB-IoT (restrictions may apply).

<sup>2</sup> Over cellular communication only.

### The Ayyeka Subscriptions and Add-Ons include the following:

Cellular (4G/3G/2G) and LoRaWAN data connectivity

Cyber-secure data transmission and encryption

Over-the-air device configuration and firmware updates<sup>2</sup>

Embedded GPS locating and mapping

Secure cloud data hosting

On-premises data hosting

Ayyeka's StreamView data hub and device management software

AyyekaGo mobile app for in the field installations and device management

Email, SMS, and voice threshold alerts

Battery life and device health notifications

API for 3rd-party software integration

SCADA drivers

Email and phone customer support

# AYYEKA SERVICE PLANS

The Ayyeka Service Plans enable you to focus on utilizing the data generated by the Ayyeka remote monitoring solution to manage and optimize your physical assets without diverting resources to maintain and secure a local server.

This increases your return on investment, as the Ayyeka system continually operates at a high level. High availability with an uptime of at least 99,99% gives you peace of mind. Avoid unexpected downtime, which can lead to productivity or revenue loss, damaged reputation, and other associated costs such as overtime and travel expenses.

Cloud security is paramount at Ayyeka. You will benefit from a data center and network architecture purpose-built to meet the requirements of the most security-sensitive organizations.

Expert and professional support, built-in product diagnostics and regular software version upgrades ensure system compatibility and long-term continuity.

	Description	STARTER PLAN <sup>1</sup>	INDUSTRIAL PLAN <sup>1</sup>
<b>1. Connectivity</b>	Dual Cellular SIM Cards (Redundancy) - Multi-Network Operator	✓	✓
	LPWAN Connectivity (Optional) <sup>2</sup>	✓	✓
<b>2. Data Hosting</b>	Data Exports (API, CSV)	✓	✓
	SCADA Drivers <sup>3</sup>		✓
	Ayyeka Cloud Hosting	✓	✓
<b>3. Features</b>	Embedded GPS (Automatic Geo-Location)	✓	✓
	Remote Device Configuration	✓	✓
	Data Encryption (TLS)	✓	✓
	Backup Memory (internal)	✓	✓
	Remote Firmware Upgrades	✓	✓
<b>4. Data Packages <sup>4</sup></b>	Data Samples (per device per hour)	Up to 12	Up to 60 <sup>5</sup>
	Transmissions (per device per day)	Up to 2 (every 12 hours)	Up to 24 (every hour) <sup>5</sup>
<b>5. Alerts</b>	Email Alerts	✓	✓
	SMS <sup>6</sup>	Up to 30 SMS per month	Up to 75 SMS per month
	Voice Alerts (Optional) <sup>7</sup>		✓
<b>6. Warranty</b>	Ayyeka Limited Hardware Warranty	One-year	Two-year
<b>7. Support</b>	Product support	Email	Email + Phone

## Notes:

<sup>1</sup> Starter and Industrial Service Plans are valid for a 12-month period starting from the delivery date.

<sup>2</sup> Contact Ayyeka for hardware and service pricing for LPWAN systems (LoRaWAN or NB-IoT).

<sup>3</sup> Ayyeka SCADA drivers (DNP3, OPC-UA, CSV) provided to support SCADA integration. One-time setup fee may apply if Ayyeka professional services are provided.

<sup>4</sup> Correlates to approximately 2 MB and 10 MB per month for Starter and Industrial plans, respectively. A maximum usage of 5 MB and 20 MB per Wavelet for Starter and Industrial plans respectively will be applied. Unutilised data is not pooled across Wavelet fleet or rolled over month-to-month.

<sup>5</sup> For up to 120 samples per hour and transmissions as frequent as every 30 minutes, add €3 per month per device to your Industrial service plan. For increased sampling and transmission frequency please contact info@ayyeka.com.

<sup>6</sup> Based on a maximum usage of 360 SMS messages for Starter and 900 SMS for Industrial plans respectively, for alert notifications per Wavelet per 12-month period. Overages are billed separately at €0,12 per SMS message. For larger SMS packages contact Ayyeka.

<sup>7</sup> Voice alerts are available on a per-device subscription basis for an additional fee (certain geographic restrictions apply).

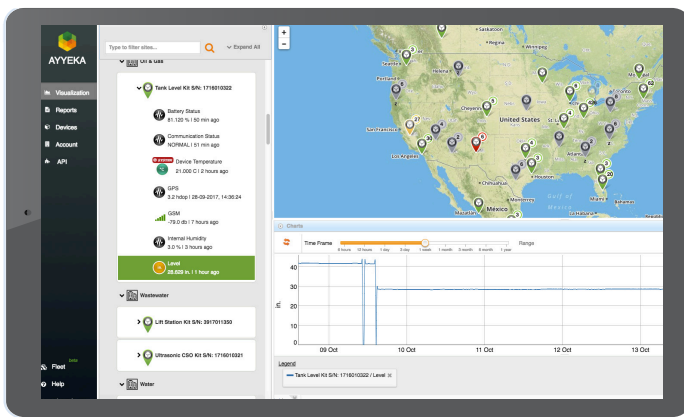
Voice alerts may be configured for up to 10 call recipients for a given threshold with up to 5 retries per user and 5 retries per notification workflow.

# WHAT IS StreamView?

StreamView is Ayyeka's web interface that allows for easy and intuitive data visualization and effective management of the Wavelet fleet. Its tactical edge analytics allow you to identify critical events and respond quickly.

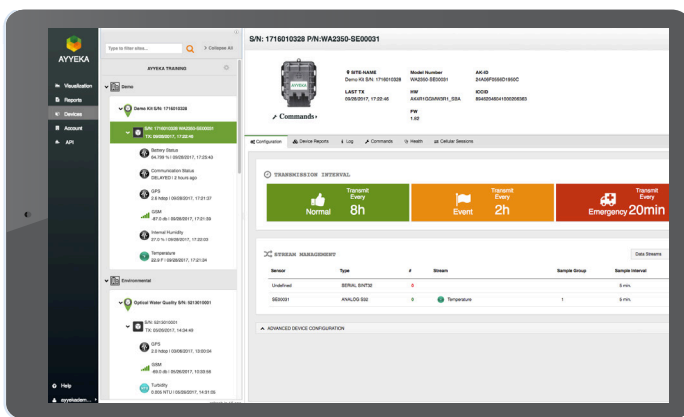


## MAIN FEATURES INCLUDE:



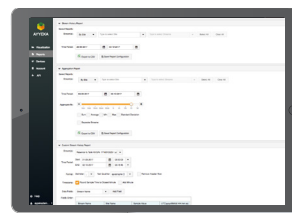
## VISUALIZATION

- ▶ GPS-enabled asset location to pinpoint devices on a map
- ▶ Real-time data from the field with intuitive charting to identify trends



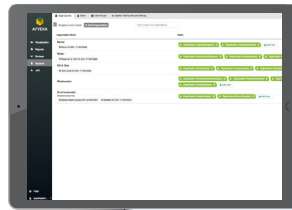
## DEVICE MANAGEMENT

- ▶ Push commands to devices on a one-by-one or fleet-wide basis
- ▶ Configure threshold alerts for situational awareness



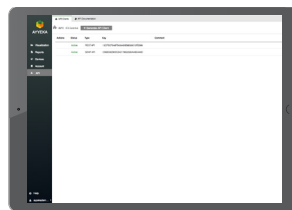
## REPORTS

- ▶ Powerful report generation tools to output data in seconds
- ▶ Filter by site and data stream to compare feeds side-by-side



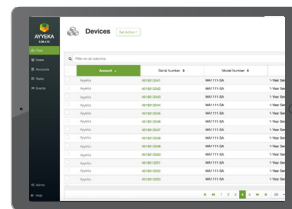
## USER MANAGEMENT

- ▶ Manage users and roles at the asset-based level
- ▶ Easily update contact information to ensure users receive alerts



## API

- ▶ Generate and manage API clients
- ▶ RESTful web services integration with third party software applications



## FLEET MANAGEMENT

- ▶ Easy configuration of one or thousands of devices
- ▶ Manage and monitor your use of digital services

# AYYEKA VS LOCALLY SUPPLIED SIM CARD

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**The SIM card and data service provider are vital components in any cellular based Industrial Internet of Things (IIoT) device, and therefore it is important to make the right choice to ensure reliable, secure transmission of data between field sensors and servers in any environment.**

Though opting for a locally provided, operator-specific offer instead of an Ayyeka pre-installed SIM card may save money in the short term, it may cost you more in the long run. Below are some of the benefits of Ayyeka's globally-enabled SIMs, and their contribution to improving your IoT-powered remote monitoring effort.



## REMOTE DIAGNOSTICS

Finding the cause of technical, networking issues caused by the SIM card or at cellular operator level can be time-consuming and complicated for even the most well-equipped of information technology (IT) teams. With an Ayyeka SIM our service team easily and quickly pinpoints any issues that may arise during operation, helping users avoid costly field visits for troubleshooting.



## COMMUNICATION REDUNDANCY

Ayyeka SIM cards work in many countries and support multiple carrier selection and network fall-back as standard. The Wavelet automatically selects the optimum network for your unique transmission requirements, thus ensuring that monitoring is smooth, with no communication interruption.



## IMPROVED BATTERY LIFETIME

A better signal means more power-efficient data transmissions. Using the best available operator at each monitoring site dramatically improves the battery lifetime of the devices. Expected battery lifespan and project viability are often intimately interconnected; therefore, when building an IoT-based remote monitoring strategy, it is important to foresee and reduce the possibility of technical and maintenance problems.



## ENHANCED SECURITY

Ayyeka's industry-leading cyber-security technology detects suspicious network activity from traffic sent through its SIM cards; this identification of atypical usage patterns protects in-field devices and assets.

Although selecting a customer-selected SIM card may seem like a cheaper option, Ayyeka's experience supplying real-world monitoring solutions demonstrates that long-term costs are lower when using Ayyeka's SIM card.

# SCADA INTEGRATION

**Managing dispersed and remote assets is a challenge, especially when operational budgets are restricted to a minimum. In addition, there are increasing challenges stemming from health, safety and environment regulations.**

SCADA systems play a key role in outside-the-fence applications relating to water, wastewater, and energy segments. As an operator, you need a reliable feed of timely and qualitative field data so that you can monitor and control your dispersed assets. Ayyeka's remote monitoring platform enhances and supports your SCADA system using Industrial Internet of Things (IIoT) technologies.

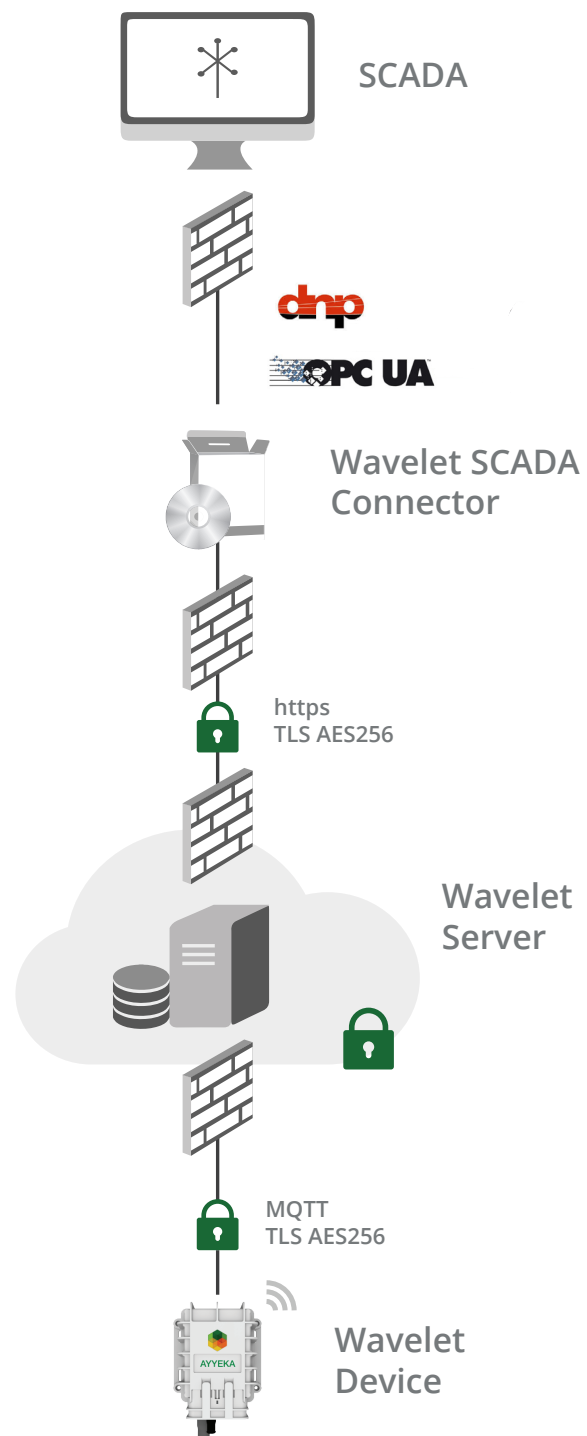
Ayyeka provides SCADA connectors as part of its Service Plan. SCADA connectivity with Ayyeka's solution is established via industry standard communication protocols, optimized for telemetry solutions. These are DNP3 and OPC-UA.

Notifications from Ayyeka's platform via email, SMS and even voice alerts facilitate alarm management, enabling critical information to flow quickly and decision makers to respond immediately.

All the data generated by Ayyeka's Wavelets in the field is time stamped and encrypted from end-to-end.

Because the Ayyeka solution is completely web based it can be easily integrated into modern SCADA mimics using web browser objects from your SCADA builder. This enables you and your fellow operators to focus on one software instead of constantly switching between programs.

In essence, Ayyeka's platform is a reliable and cost-effective remote monitoring solution that enhances and supports your SCADA system and enables better control of your assets.





# CYBER SECURITY

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In this day and age, investment in an industrial automation platform demands careful consideration of cyber security requirements. Ayyeka's remote monitoring solution was built from the ground up with strong emphasis on cyber security. End-to-end data encryption, using industry standard TLS AES-256 technology, gives you peace

of mind and protection. All connections (web client, SCADA, API, Bluetooth) are established through authentication using unique keys or passwords for each client and user. Ayyeka Global SIM Cards, part of the Ayyeka Service Plans, make sure that data is separated from regular internet traffic by forcing Wavelet communication through two independent private APNs. Timely security updates reduce risks and improve the system constantly. With Ayyeka's Platform as a Service (PaaS), all hardware and software feature and security components are regularly updated, making Ayyeka the most secure remote monitoring solution.

# API – 3RD PARTY SOFTWARE INTEGRATION

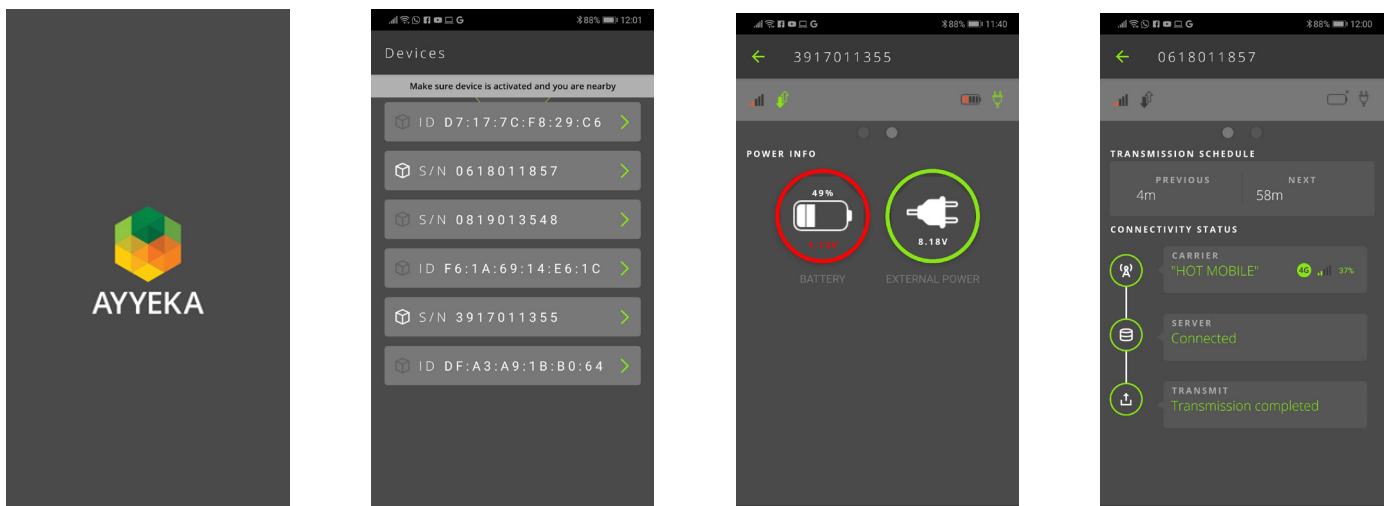
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Security and openness are core values in the Ayyeka ecosystem. Ayyeka enables all 3rd-party software, like Reporting and Data Analytics, to make the most of field data using API (Application Program Interface). Ayyeka's Service Plan allows REST and SOAP client to access field data on the StreamView, Ayyeka's data hub, through secure, authenticated and encrypted connections. You can truly monetize your data thanks to Ayyeka.


# AYYEKA-GO MOBILE APPLICATION

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The AyyekaGo mobile app enables quick and easy installation and enhanced on-site maintenance of the Wavelet device. Available on iOS or Android, this user-friendly app displays the cellular network operator being used, type of network (2G, 3G, 4G), signal strength, and connection and transmission times to Ayyeka's StreamView data hub, as well as current power sources and their status (battery, external power, etc.). At site, AyyekaGo easily connects to the Wavelet via Bluetooth Low Energy (BLE), allowing for direct control, such as immediate transmission of Wavelet data to the server, reboot, hibernation, and more.



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