

SOVA's NetCloud Managed Services

Help your customers embrace a digital world and 5G future



Cradlepoint NetCloud Manager

Deployments

Insights & Analytics

Alerts & Monitoring

Troubleshooting/ Remote Access

Software Updates

SOVA's NetCloud Managed Services is delivered as a subscription aligned to meet your customers' business needs for branch connectivity, branch continuity, in-vehicle, and IoT networks.

Configure Devices in NetCloud



SIM & Device Activation



NetCloud Customer Training



Troubleshooting and Support



DELIVERED AS A SUBSCRIPTION SERVICE

Determine your subscription term (1-, 3-, or 5-year term)
Determine your level of support (Standard or Advanced)

Standard

- ✔ Configure devices in NetCloud
 - Naming
 - Device Settings
 - Notifications
 - Health
 - Data Usage
 - Device Health Management
 - Firmware & OS updates
 - Group Setup
 - Router specific configurations (Ex: Wi-Fi, device permissions)
- ✔ SIM & Device Activation

- ✔ Coordinate replacement of faulty device (next business day) – via Cradlepoint
- ✔ Ticket Portal
- ✔ On-Call Staff during normal business hours
- ✔ Setup & Troubleshooting Guides
- ✔ NetCloud Customer Training

Advanced

- ✔ On-Site installation
- ✔ Trip visit to install replacement hardware
- ✔ Expedited/After Hours On-Call Support
- ✔ Geo-Fencing Alerts (includes SIM deactivation)
 - Requires appropriate NetCloud Subscription and GPS antenna



For a demo or more details, contact sales@sova.com.

