

# Binding Networks & Connecting Services



**World-class mobile  
connectivity and  
IoT services**



## Overview

### Binding Networks and Connecting Services

Caburn Group is a team of highly-experienced connectivity specialists working across a range of important industry sectors. Our mission being to provide world-class mobile connectivity, recognising the mission-critical nature of all IoT services.

Whether your business operates vehicle fleets, EPoS terminals, electric vehicle charging points, security cameras, alarms, or provides mission-critical mobile for lone-workers, health-services, or elderly telecare, (or a plethora of other important applications), you will need secure, resilient, and scalable connectivity.

For these types of mission critical IoT services, ordinary, consumer connectivity offerings are not suitable. IoT solutions need to be more secure, resilient, scalable and reflect the life cycles of distributed IoT devices. This is to ensure the required service-levels and operational control are maintained and to protect large-scale asset investments moving forward.

We, therefore, offer a range of services which each deliver the highest-quality networks, tailored towards a variety of market sectors and their often unique or nuanced requirements:

**Caburn Telecom is a leading, global provider of IoT and M2M mobile connectivity services.** Providing you with the ability to remotely and securely manage device connectivity and the necessary, associated large SIM populations. We have coverage in more than 190 countries and offer flexible approaches to IoT deployments. Our extensive SIM management platform gives you complete visibility and control of your network usage, while our teams excel at providing you with dedicated operational support.

**Caburn Technologies provides similar services to our Telecom division, but with a specific focus towards the USA, Canada, and Mexico.** Delivering securitised and localised IoT connectivity and highly scalable services which recognise the unique communications infrastructure, diversity, and geographical reach of these important regions.

**Our Caburn Connect services provide the mission-critical surety of those IoT services seeking to protect or preserve life.** For example, the emergency services, building alarms, telecare for the elderly, vulnerable lone-workers and employees, health, well-being & assisted-living applications. These types of services require resilient multi-network voice services, real-time traffic monitoring/testing and extra service features.

**Caburn Solutions focus on the development of ground-breaking connectivity services, managed gateways, sensors, and associated platforms.** We develop, incubate, and deliver innovative/specialised IoT solutions. Integrating our own and a range of our partner's technologies for the environmental, building, home and health, well-being, and personal monitoring sectors.

#### The Caburn Ethos

Across our businesses, we provide a highly customer referenceable service. Our satisfied customers include some of the largest and most demanding businesses across the IoT/M2M sector and due to the expertise of our technical service and support teams we have built a reputation for reliability and proactivity.

Our business ethos and quality of our support team members means that we are also able to support our customers in a consultative capacity in many areas beyond just the connectivity plans and services.

“The ability to communicate remotely is extremely important in providing the live data when you really need it, such as identifying a vehicle’s location in the event of a traffic incident or breakdown. From first conception we needed a connectivity partner that we could trust to deliver, quickly.”

Managing Director, RAC Telematics.

## Overview

### Global IoT Connectivity



"Having a scalable global partner like Caburn Telecom is critical to our continued growth aspirations. Caburn provides Radius with essential connectivity services with multiple SIM options, managed through a single portal to help us deliver ongoing service excellence and reduce our total cost of ownership."

**Group Managing Director – Telematics Radius Payment Solutions Limited**

Caburn Telecom is a leading global provider of connectivity for Internet-of-Things (IoT) devices. Trusted by hundreds of customers and partners, to deliver flexible, resilient and secure connectivity for their devices.

Our focus is the development of advanced mobile connectivity solutions and associated management systems; facilitating optimised cost-control and operational scale.

Our SIMs, chip-SIMs and eSIMs, provide the flexibility and high-service levels vital for distributed IoT devices to operate effectively. We provide multi-network capability while our secure client portals deliver easy-to-use

interfaces, empowering our customers to understand and administer the connectivity of their devices themselves.

IoT devices can offer a range of valuable public and commercial services but require secure and resilient connectivity to operate beneficially and profitably. Our innovative and flexible commercial packages allow you to maximise your assets and cost-effectively administer the operational life cycles of devices on an ongoing basis.

# Services

## Global IoT Connectivity



**Caburn Telecom partners with multiple Tier 1 mobile network operators to supply IoT SIM cards with a data connectivity footprint of over 600 networks in more than 200 countries worldwide.**

**Industry and Sectors:**

Across all sectors of industry, the IoT revolution transforms business models, increases efficiency, and creates new revenue streams. To capitalise on this, you need a reliable connectivity partner and Caburn Telecom has for many years been the trusted partner of global companies in every sector to deliver secure and resilient IoT. We are relied on by our clients to deliver flexible, secure, and resilient mobile connectivity across the following applications:

- **Fleet & Logistics**
- **Vehicle Security**
- **Incident Dash-Cams**
- **Asset Management & Tracking**
- **Building and Environmental Monitoring**
- **Food Chain**
- **EPoS Terminals**
- **Smart Agriculture**
- **Routers and Hotspots**
- **Electric Vehicle Charging-Points**
- **Security, Alarms & CCTV**

# Services

## Global IoT Connectivity

### Secure & Resilient Multi-Network Connectivity

Robust multi-network systems provide substantial benefits for IoT service providers. Motivations for using multi-network connectivity are i) to enlarge geographical coverage, ii) increase service up-time, iii) ensure a robust access network roadmap, iv) provide resilient and cost-effective cross-border operation, v) avoid local, regional, national, or international service outages on a single network, vi) enable remote/centralised management control, and/or vii) to aggregate for scale and leverage network support.

### Access to Technologies

We support all radio access technologies where locally available, i.e. 2G, 3G, 4G, NB-IoT, LTE-M, etc. We also provide traditional plastic SIMs, ChipSIM or eSIM (global or regional multi-network eUICC bootstraps) depending upon the client's requirements.

### Connectivity and SIM Management Tools

We have developed the industry's leading SIM management platform. Our customer portals allow the management of tariffs and data bundles, SIM activation, suspension, and deactivation. Also providing the critical business intelligence functions for management of costs and administering SIM usage. Our systems also provide API. Enabling SIM and connectivity functions to be automated and integrated with each client's business or operational processes.

### Commercial Models

Our core ethos is to provide flexibility for our clients. Plastic SIM cards are therefore provided free of charge (excluding eSIMs). There are no minimum contract terms and billing is based on shared and pooled data. There is no limit or penalty related to unused SIMs and they can be suspended without charge. We also provide complete freedom for you to move between tariffs.

### Single Network Variants

While multi-network solutions form the backbone of IoT, we also work closely with individual MNOs to provide more specific single-network solutions where needed. For instance, this can be where very high-data capability is required. Our single-network SIMs remain fully integrated with our SIM Management Platform, ensuring the managed scalability, flexibility and control expected for IoT deployment.

### Secure Connectivity

We help determine the best security approach for your application, while considering any growth plans. i.e. providing Fixed IP, IPsec VPN and dynamic IP over private APN.

### Virtual SIMs

Our vSIM facility enables delivery of SMS messages to unique virtual telephone numbers. This is typically used where a smart home Wi-Fi consumer device requires to be assigned with a unique user ID/mobile telephone number for device account authentication and ongoing centralised management purposes.

### Maritime IoT

Global connectivity can include maritime coverage in the North Sea between The Netherlands, Great Britain and Norway. The coverage starts 12.5 kilometres from the coastline of The Netherlands (in international waters) and continues to the north. Offering 4G LTE for high-speed data, 2G for SMS and voice, and LTE-M (Cat-M) for low power IoT devices. Similar services can also be provided in the Gulf of Mexico.

## Overview

### Mission Critical Communications



“Thanks to Caburn we can access superior connectivity and coverage, on a much more flexible and cost-efficient basis. Managing our estate is easy and performance information is instantly available. We quickly diagnose and deal with any issues, and it’s definitely helped us become even more competitive in our marketplace. Caburn has become an important and long-term strategic partner. We really value their hard working ethos, transparent processes and responsive approach to customer service.”

CEO, Lone Worker Solutions

Our Caburn Connect network services provide secure and resilient voice and data connectivity for the telecare, loneworker and health sectors. Providing enhanced security features and real-time system monitoring.

Typically, these sectors need a mix of data services and a greater focus on resilient voice connectivity for contacting the end-user. These mission critical applications require a range of security and resiliency features and enhanced support services.

Multi-network voice calling provides greater geographical reach and resilience, but their real-time importance

requires immediately available call records and traffic monitoring for control purposes.

Voice applications also require added security features, such as whitelists for controlling outbound and inbound calls/SMS (to avoid unwanted spurious or malicious calls which interrupt services or dupe individuals). National numbers reduce call costs and ensure accurate Caller Line ID presentation to ARCs (Alarm Receiving Centres). We also provide VPN solutions for enhanced data security.

# Services

## Mission Critical Communications

Our services provide secure and resilient mobile network connectivity for organisations offering mission-critical communications with a specific focus towards voice.

Delivering high-quality connectivity solutions and associated support processes to help protect end users.



# Services

## Mission Critical Communications

### Resilient Voice Connectivity

We provide high-quality multi-network voice, data, and SMS connectivity for the lone worker, telecare, and health sectors. These applications requiring enhanced support, added security features and highly granular systems for monitoring and testing ongoing network performance.

### Multi-Network Roaming

Our solutions provide extensive geographical reach, control, and greater performance. Difficult terrain, indoor variabilities, high local usage, transient or adverse weather conditions can cause individual networks to void or shrink. Outages or such problems on individual networks can be circumnavigated by devices intelligently switching networks.

### Smart SIMs

Our smart SIMs enable multi-IMSI profiles to be deployed, each profile incorporating separate Voice/IoT/M2M mobile operator agreements and the ability to switch routing pathways, which helps to future-proof deployments. Network switching is controlled via the network infrastructure.

### Native UK Telephone Numbers

Most multi-network service providers use an offshore international number assigned to the SIM/device. We, however, can provide a 12-digit UK or National telephone number. Ensuring higher call session success and CLI accuracy, both vital for mission critical services. This, also, allows devices to be called by Alarm Receiving Centres (ARC's), call centres, friends, or family without incurring international call charges.

### Approved Telephone Number Lists

Our platforms enable inbound and outbound calls and SMS to be checked against a configurable approved telephone number list in real-time. Providing added security for end users and devices, i.e., from nuisance calls, wrong numbers or malicious SMS seeking to reconfigure or 'hack' devices.

### Encrypted Data & Privacy

VPNs allow data connections to be encrypted between end-user devices and the ARC facility. We use geo-redundant cloud infrastructure to ensure resiliency and interoperability.

### Service Monitoring & Status Reporting

We design, develop, and configure systems which constantly monitor network activity. These can, if required, also monitor specific groups or individual numbers.

### Location Based Services (LBS)

Our platforms enable the on-line or off-line status and location of individual devices to be queried. This can be useful for devices unable to send GPS data through a building infrastructure.

### User Messaging Services

Our multi-network systems allow individuals to edit their voice mail prompts. For example, if the user is busy or unavailable, they can prompt callers to leave messages, or contact other colleagues.

### Sophisticated SIM Management

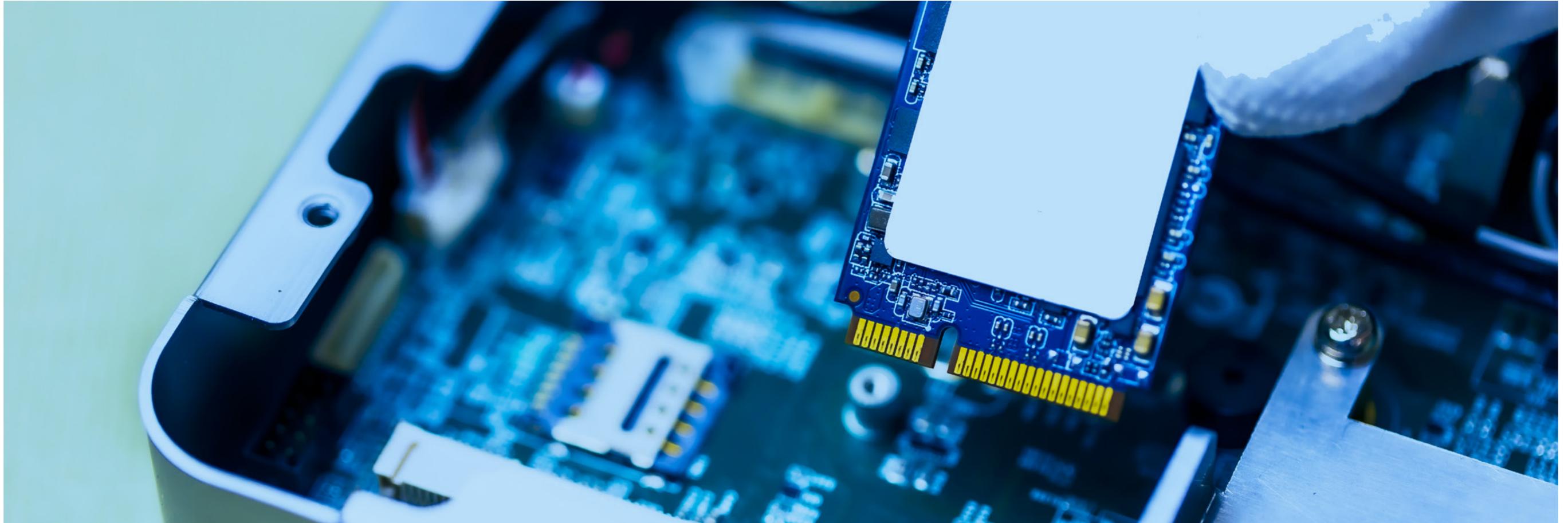
We provide the tools for our clients to remain in complete control of their SIM estate via our industry leading SIM Management Platform. The status of groups, devices and their detailed traffic records can be viewed and analysed in real-time. Operational parameters can be remotely configured and easily modified.

### Dedicated Support

Our operational support teams provide a high quality and responsive service to our clients. We proactively help our customers optimise their devices for a multi-network roaming environment. This requires in-depth understanding of how networks operate and the types of fail-safes that help end-user devices communicate effectively.

## Overview

### IoT Connectivity, Sensors, Gateways & Management Systems



“The CliniTouch system helps people to stay at home and better self-manage their condition. The system depends upon strong and consistent connectivity, yet signal strength varies enormously across the UK. We needed a solution that would allow us to go into geographic areas where, previously, connectivity was poor.”

Operations Manager - Spirit Healthcare

#### Secure and flexible solutions for smart monitoring applications.

Caburn Solutions is an innovative, and specialised IoT company with a background in health, environmental and social-care monitoring. We innovate, develop, and integrate our own and a wide range of our partner's technologies for the environmental, building, home, and personal monitoring sectors. Our focus being the development of ground-breaking connectivity, fully managed edge gateways, sensors and service platforms, placing occupant privacy, well-being, and security to the fore.

Our approach to home monitoring eliminates barriers between smart-homes, telehealth, and environmental-monitoring. Enabling commercially available and highly specialised sensors to be connected to our gateways via short- and long-range wireless access technologies. Our secure cloud-based systems ingest data for visual

presentation and analysis while notifying stakeholders to act via simple messaging instructions.

We support a range of mobile, local and wide-area wireless technologies. Local device connections (such as ZigBee or BLE) can be aggregated and delivered over core national networks through our GSM SIM solutions and management portals. Our supported gateways and sensors are remotely configurable, including device status, upload frequency, sensor readings, alerts, and alarms.

We also provide lower power/data gateway and private network solutions including LoRa WAN for more specialised, low-power IoT applications.

# Services

## IoT Connectivity, Sensors, Gateways & Management Systems

### IoT Gateways and Sensors

We provide the ability to deploy and effectively manage dispersed devices at scale. The flexibility of these core services being well matched to an array of IoT service applications, including:

- **Building and environmental monitoring**
- **Personal security**
- **Health and well-being**
- **Smart buildings; retail, offices, home, commercial**
- **Compliance systems**

### WAN/LAN connectivity

We support all mobile and wireless network technologies including, GSM, LTE, Zigbee, BLE, LoRa WAN, etc., via our edge gateways.

### Device and Sensor Management Platforms

Our systems allow gateway hubs and sensors to be remotely configured and managed. Devices can be edited, and their live status viewed. Combined with our intelligent edge roaming and connectivity portals these provide a powerful suite of tools for managing distributed devices at scale.

### Data Presentation and Service Portals

We develop platforms and portals to securely ingest and present information for users. We also work with large-scale IoT platform providers and end-clients wishing to integrate our edge gateways and sensor information securely into their existing platforms.

### Real-time monitoring

Our systems enable the real-time and historical connectivity status of sensors and gateways to be monitored. This is crucial for ensuring systems are operational and for measuring ongoing performance.



# Overview

## IoT Network Services (USA & North America)



“The flexible and uncomplicated way that Caburn does business is refreshing. We get responsive service at all times and total cost transparency.”

CEO, AppLocation

Caburn Technologies provide IoT network services with a specific focus on the USA and the North American region. We offer an array of innovative features with our mobile

connectivity packages. We also work with high-quality partners to provide related IoT service solutions for a range of high growth technologies and sectors.

# Services

## IoT Network Series (USA & North America)

Caburn Technologies partner with Tier 1 mobile network operators to supply IoT SIM cards with authorised, localised, and securitised services for the USA, Canada, and Mexico.

### Industry and Sectors:

We deliver flexible, secure, and resilient mobile connectivity with a wide-geographic footprint into the following important industry sectors:

- **Fleet & Logistics**
- **Incident Dash-Cams**
- **Building and Environmental Monitoring**
- **Food Chain**
- **Smart Agriculture**
- **Electric Vehicle Charging-Points**
- **Security, Alarms & CCTV**

### Secure & Resilient Multi-Network Connectivity

Our robust localised services enable access to Tier 1 mobile networks via direct agreements and provide the full benefits of direct integration into their connectivity management systems. Our industry leading SIM management platform, provides our clients with complete visibility and managed control of their SIMs, as well as business intelligence functions and full API integration.



# Meet the Team

## The Management Team



**Andrew Wendon-Smith**  
Group Chairman



**Paul Bandell**  
Group CEO



**Matthew Owen**  
Strategy Director (Group)



**Roy Jackson**  
COO



**Jon Nelson**  
CTO



**Dr David Fell**  
Managing (Marketing) Director



**Neil Jackson**  
Sales Director



**Elizabeth Orrin**  
Financial Controller

# Binding Networks & Connecting Services

**Our Mission:** To provide world-class mobile connectivity and IoT services

# Clients

## What Our Clients Say

"Radius Telematics is one of the fastest-growing providers of connected vehicle, telematics and IoT solutions in the world, currently operating across 5 continents with over 300,000 live connected devices. Having a scalable global partner like Caburn Telecom is critical to our continued growth aspirations. Caburn provides Radius with essential connectivity services with multiple SIM options, managed through a single portal to help us deliver ongoing service excellence and reduce our total cost of ownership."

### Group Managing Director Telematics, Radius Payment Solutions Limited

"The ability to communicate remotely is extremely important in providing the live data when you really need it, such as identifying a vehicle's location in the event of a traffic incident or breakdown. From first conception we needed a connectivity partner that we could trust to deliver, quickly."

### Managing Director, RAC Telematics.

"The flexible and uncomplicated way that Caburn Telecom does business is refreshing. We get responsive service at all times and total cost transparency."

### CEO, AppLocation

"Caburn Telecom has enabled Scorpion Automotive to save over 30% in terms of our TCO (Total Cost of Ownership) for the communications element of our Global Vehicle Tracking service delivery. Our customers BMW, Triumph, Subaru, DAF Trucks demand the highest quality and it is these reasons that we use Caburn Technology exclusively for all our IoT Connectivity requirements globally."

### Global Purchasing Manager, Scorpion Automotive Ltd

"A reliable link from our security devices to the monitoring centre is fundamental to our business. Even the smartest alarm technology is no use if nobody can 'hear' it. To maintain unbroken connectivity, and since network coverage varies, we had simultaneous contracts going with several telecoms companies. It was standard for the networks to ship us pre-activated SIM cards, so we'd pay data fees while

they sat in our storeroom awaiting deployment. Also, we'd have little visibility of data use at the individual device level. If a sensor was sending too much data because it needed recalibration, we'd only know when the network informed us. Usually, this was only after we'd accrued significant additional costs. I was very interested in the opportunity to just use one provider for all our connectivity needs"

### CEO, Securincat

"We now use Caburn SIM cards across all of our new deployments. The connectivity has been so reliable that we've stopped worrying about the potential for any interruptions in temperature data streaming. We put the card in our gateway confident that the roaming SIM will keep the information flowing. The Caburn team also provides a personal service and is quick to respond to queries. They frequently work with us to reduce and optimize our data costs, which is important as we move into new markets, such as environmental monitoring."

### Managing Director, Koolzone

"The CliniTouch system helps people to stay at home and better self-manage their condition. The system depends upon strong and consistent connectivity, yet signal strength varies enormously across the UK. We needed a solution that would allow us to go into geographic areas where, previously, connectivity was poor. We have a great product but a sub-optimal mobile data infrastructure was inhibiting our technology being used to its full potential. Caburn's technology has had a huge impact in expanding the opportunities for CliniTouch."

### Operations Director, Spirit Healthcare

# Clients

## What Our Clients Say

"Thanks to Caburn Telecom we can access superior connectivity and coverage, on a much more flexible and cost-efficient basis. Managing our estate is easy and performance information is instantly available. We quickly diagnose and deal with any issues, and it's definitely helped us become even more competitive in our marketplace. Caburn Telecom has become an important and long-term strategic partner. We really value their hard working ethos, transparent processes and responsive approach to customer service."

### CEO, Lone Worker Solutions

"Caburn Telecom have been an excellent technical and commercial partner in providing IoT SIM's to support our camera system"

### Head of Support, Fastview360

"The oversight and control that Caburn M2M Insight offers mean we can diagnose and fix any SIM or data-related issues swiftly and easily. In addition to a high-quality connectivity solution from Caburn Telecom, the technical support we've received has been excellent. The team's been really helpful right from the start. Professional and friendly, they respond quickly to every query."

### Project Deployment Manager, FarSite Communications

"Caburn's solution has allowed us to be completely confident in our ability to track participants in real-time. This is helping people log world records and other amazing achievements! This also provides peace of mind for friends and family who are able to monitor progress online during events. It's great to have a connectivity partner that we are completely confident in – it just works!"

### Managing Director, Open Tracking



# Binding Networks & Connecting Services

**Support**

support@caburntelecom.com  
+44 1257 543916

**Sales**

info@caburntelecom.com  
+44 1257 543917

**UK HQ**

Caburn Telecom  
Broadsword House  
North Quarry Business Park  
Appley Bridge  
Wigan  
Greater Manchester  
WN6 9DL

**Liverpool Offices**

Caburn Telecom  
Suite 1.07  
Clockwise Offices  
Edward Pavilion,  
Royal Albert Dock,  
Liverpool  
L3 4AF

**EU Office**

Caburn Telecom B.V.  
Weena-zuid 130  
3012 NC  
Rotterdam  
Nederland

**USA**

Hoboken Riverfront Center,  
221 River Street, 9th Floor,  
Hoboken  
New Jersey 07030

**Offices In**

Singapore  
Thailand  
Costa Rica (affiliate)

**Caburn Group**

