



OneLifeTeam International Provides Users Safety and Security with floLIVE Connectivity

CASE STUDY





Executive Summary

OneLifeTeam International (OLT) needed a connectivity partner for a new device, eFlea, that would monitor seniors and children remotely, and provide access to caregivers or loved ones in case of emergency. First on the list was global connectivity for both North America and Europe with great coverage for the devices to communicate, without the need to onboard dozens of relationships with multiple MNOs.

As a B2B2C organization at its least complex, the product was sold through multiple layers of customers, so OLT also needed a platform that could handle this complexity with security and ease.

floLIVE checked all the boxes for OLT, providing a single SKU to cover the world, global coverage without any gaps in service, and a seamless and sophisticated BSS integration that supported the details necessary for best-in-class management and control.

OLT are now launching their new tracker with confidence, offering customers the ability to gain more independence, while providing essential peace of mind to their family and caregivers.

The Business Impact of floLIVE

One SKU

OLT now has a single vendor relationship to connect their personal tracking devices anywhere in the world.

Global coverage

No gaps or blind spots in availability, ensuring ultimate peace of mind to the loved ones of the end user.

Unique BSS integration

From the same platform, OLT can manage multiple tiers of customers and partners with security and ease.





The Challenge

OLT is a medical tracking device company that offers products for the elderly or less-capable and their loved ones. Using OLT's devices, anyone can monitor the wellbeing of the device owner remotely. OLT's traditional product is OneLifeLink, a telephone that provides a toll-free emergency service available 24/7.

OLT wanted to launch a new personal tracker in the Connected Health industry for both Seniors and Children, and was looking for a vendor to support them with connectivity for these devices. Instead of connecting to emergency services or a call center, the emergency button would automatically open a voice call to four predetermined family members, to warn them of a problem. It would also include fall detection, and display accurate GPS positioning of the device owner.

Challenges in creating the eFlea personal tracker, included:

Unique multi-tier business model

The OLT products are sold directly to the customer via pharmacists, and often distributed by local pharmaceutical companies. Multiple customers would need to be billed and managed.

Achieving global coverage

Devices would be manufactured in China and then shipped and utilized anywhere there was a customer need. How would OLT achieve connectivity ahead of time in a new location?

Handling sensitive information

Privacy and data security were of the utmost concern, and OLT needed to ensure that they could benefit from a multi-tenant design, and segment information and traffic where necessary.

Critical IoT use case to fill

As a medical monitoring system for the elderly or infirm, availability would be a life-or-death situation. OLT couldn't afford gaps in coverage or issues with reliability.

Maintaining low latency

Latency requirements were very strict for two reasons. First, lower latency would increase battery lifetime - essential for IoT. Second, as a healthcare product, low latency would get the device owner help as quickly as possible.



The Results

With floLIVE, OLT now has a single SKU for all regions in which the company manages and distributes the new product, from production in China, to deployments across North America and Europe. When the device lands in the region of choice, it connects on activation to a local network from floLIVE's robust IMSI library. This local connectivity gives the best possible latency - another item on OLT's must-have list.

Added benefits include:



Compliance

At all times, data remains in the country of origin - effortlessly meeting data privacy mandates.



BSS support

Integrated Business Support Services and API integration, to get to market faster, and to manage multiple layers of customers.



Availability

In moments of poor coverage or availability, floLIVE offers autonomous switching to a new network to eliminate the risk.



Business intelligence

OLT now benefits from easy automation of the transfer of key metrics for added data analytics and business intelligence.



Visibility

A complete view across all distribution channels with a multi-tier, multi-tenant platform, ensuring ultimate control, even segmenting by specific regions.



Customer satisfaction

Loved ones always have a direct line to support seniors and children at a moment's notice, with zero gaps in visibility and control.



When we started looking into floLIVE, we saw quickly that they covered every one of our needs. The unique IMSI library solution for IoT means that we can serve customers anywhere without pause, and the BSS integration was the cherry on the cake, making what was traditionally a complex management process for us really simple.

Pierre Buillon, President and CEO, OneLife Team

Want to learn more about achieving truly global connectivity?
Schedule a call with one of our IoT experts.

About floLIVE

floLIVE offers advanced 5G network solutions and a full suite of global cellular connectivity services for IoT use cases. We're disrupting traditional networks and IoT solutions, and getting IoT up and running faster, more flexibly, and with more control. The platform comprises local core networks that provide local connectivity while being centrally managed and controlled over the cloud. This unique approach enables enterprises to benefit from high performance, secure and regulatory-compliant local connectivity on a global scale with all the flexibility and elasticity of a cloud-native platform.

floLIVE's solutions are offered as-a-service and support a pay-as-you-grow business model.



Let's connect

Get in touch to discuss how we can meet your IoT requirements. We're sure to surprise you.

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