

# Support & Onboarding

A breakdown of Pelion's support tiers, SLAs, onboarding, and resources

SUPPORT & ONBOARDING

# Your Business, Our Expertise

The success of your IoT deployment depends on choosing the right connectivity partner.

With over 25 years of experience, we've seen it all and we know how to overcome connectivity challenges and keep your devices connected at every stage. From deployment to scale, we help you build IoT solutions that deliver reliable performance and real business value.



*"A key factor in our decision to appoint Pelion was the benefit of working with such a knowledgeable and experienced technology partner, at a competitive price."*

**Philip Lock**, Strategic Systems Manager, Lothian



POST SALES

# Support That Sticks with You

We don't disappear once you've signed the dotted line.

Following onboarding, our Customer Success team will be on-hand for ongoing guidance and support throughout your IoT journey.

For customers on qualifying service tiers, a dedicated Account Manager provides tailored support to help maximise the value of your IoT services.

Enterprise customers also benefit from regular touchpoints, including quarterly service reviews to track connectivity performance, SIM health and usage trends, alongside proactive recommendations, custom reporting insights and guidance to help optimise deployments.

As your deployment grows, Pelion's team stays actively engaged to help ensure your connectivity remains reliable, efficient and aligned with your business needs.



SUPPORT SLAS

# Around the Clock Support Because Your Business Never Sleeps

If your devices go down or start behaving strangely, you want to know that your IoT partner is on-hand to put things right any day, any time.

We're here to solve incidents in a flash with support from our global team of experts, available 24/7 to keep you connected.

Every Pelion Plan includes Essentials support, but for those who want extra peace of mind, a dedicated service delivery manager and lightning-fast responses when things go sideways, our tailored support plans are designed for even more assurance and care.

With Pelion's dedicated support services, you benefit from a structured support approach across all service tiers, helping ensure a consistent and predictable experience when incidents occur.

From the Essentials level through to Professional and Enterprise, support is delivered with prioritized handling and responsive engagement, with enhanced responsiveness available at higher service levels.

For mission-critical deployments, you'll get advanced SLAs for fast resolution, ensuring you're not left waiting when the unexpected happens.

Our Enterprise tier includes 24/7 support for critical issues, dedicated escalation contacts, root-cause analysis and full-service reviews.

With Pelion's support services, you're not just getting standard help desk cover – you're partnering with IoT-connectivity and device-deployment experts, backed by transparent service terms and predictable pricing.

So, you can focus on building your business rather than worrying about operational risk.



# Knowledge At Your Fingertips

You'll get everything you need to manage your IoT services right at your fingertips.

Our knowledge base is packed with guides, articles and portal walkthroughs that make it easy to understand how Pelion works.

You'll find step-by-step instructions for activating SIMs, using the portal, connecting APIs and setting up alerts and reports.

Quick Start Guides, User Guides, and API references are all available so you can handle your connectivity smoothly and solve any issues quickly.

These resources are designed to help you get the most out of your deployment without any headaches.



**Knowledge Base**



**Technical Documentation**

SUPPORT TIERS

# Support That Scales with You

No matter how complex the setup, Pelion's Support Plans make sure you get flexible, tailored support.

	Essentials	Professional	Enterprise
<b>Service Contact</b>			
Contact Method	Email, Support Portal & Phone	Email, Support Portal & Phone	Email, Support Portal & Phone
<b>Service Times</b>			
Europe	8:00 AM – 6:00 PM GMT	8:00 AM – 6:00 PM GMT	8:00 AM – 6:00 PM GMT
North America	8:00 AM – 6:00 PM Eastern Time	8:00 AM – 6:00 PM Eastern Time	8:00 AM – 6:00 PM Eastern Time
Priority Incident Service Times	N/A	24x7 for P1/P2 issues	24x7 for P1/P2 issues
<b>Initial Response Times</b>			
P1	1 business hour	1 hour (24/7)	30 minutes (24/7)
P2	N/A	4 hours (24/7)	3 hours (24/7)
P3	N/A	8 business hours	6 business hours
<b>Additional Support Resources</b>			
Pelion Knowledgebase Access	Yes	Yes	Yes
<b>Technical Services</b>			
Trace requests	Not included	Yes At customer request	Yes At customer request
Integration Support (Devices, API)	Not included	Not included	Yes
eUICC Migration	Not included	Not included	Yes
Ad Hoc Custom Reporting	Not included	Not included	Yes At customer request
<b>Additional Support Services</b>			
Onboarding Support	Self Service	Email, Support Ticket	Email, Support Portal & Phone
<b>Service Management</b>			
Planned Event / Change Support	At predefined windows	Planned in advance	As required
Root Cause Analysis Reports	Not included	Yes At customer request	Yes At customer request
Service Review Meetings	Not included	Not included	Yes Quarterly
Dedicated Escalation Contact	Not included	Not included	Yes
<p><b>£50 / mo</b> Included on all Pelion plans</p>		<p><b>£250 / mo</b></p>	<p><b>£1000 / mo</b> Up to 10,000 SIMs</p>
			<p><b>£1,500 / mo for 10,000+ SIMs</b></p>

# Getting Started: Your Onboarding Journey

## 1 Welcome & Introduction

You'll receive a personalized welcome email introducing your onboarding contact and providing everything you need to begin:

- A brief introduction to our team and your onboarding process
- Links to self-service resources and documentation
- A Quick Step Guide for getting started
- A meeting booking link if you'd like to schedule a guided walkthrough

## 3 Kick-Off Meeting

During this session, we'll cover:

- Product goal setting: Defining what success looks like for you
- Milestone confirmation: Setting key checkpoints to track your progress
- Product and key feature overview: Highlighting the most important tools for your use case
- Resource review: Quick Start guides, help pages, and documentation

## 5 Final Review Meeting

At the end of your onboarding phase, we'll hold a brief review meeting to:

- Address any questions
- Confirm all milestones are met
- Discuss next steps for continued growth and success
- Set future goals or business reviews (QBRs) with your account manager

## 2 Initial Check-In

If you haven't scheduled a meeting or responded to your welcome email, we'll follow up to offer another opportunity to connect.

If you've already met with us, we'll check in to ensure you're comfortable and progressing smoothly.

## 4 Milestone Checks

To help you stay on track, we'll check in at key milestones to confirm:

- You can log in successfully
- SIM stock (if applicable) has been ordered
- Subscribers or users are activated

These checkpoints ensure your setup is complete and everything is functioning properly.

## 6 Final Loop & Feedback

Once onboarding is complete, we'll invite you to:

- Complete a short survey or provide feedback on your experience
- Schedule your next review with our Account Management team

Your feedback helps us continue improving and ensures we align with your long-term goals.

GETTING TOUCH

# Staying Connected: Your Route to Support

Whatever your preferred way to connect, there's a route to our Support team for you.

You can get in touch with us any time by:



Raising a ticket through your Support Portal

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Calling us on + 44 330 175 3333 (UK) or + 1 302 467 3672 (US)

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Getting in touch on our website

## Glossary:

Term	Description
API	Application Programming Interface. A way for software systems to talk to each other automatically, allowing customers to manage devices, data usage, and settings without logging into a website.
eUICC	The physical chip inside a device that stores one or more eSIM profiles. Often used interchangeably with "eSIM," but technically refers to the hardware.
SIM	A small piece of hardware in a device that identifies it on a mobile network and enables connectivity.
SLA	Service Level Agreement. A contract that defines service performance expectations such as uptime and support response times.



Pelion

# Global IoT Connectivity Made Effortless



Contact us today or visit our website  
[hello@pelion.com](mailto:hello@pelion.com) | [Pelion.com](https://pelion.com)