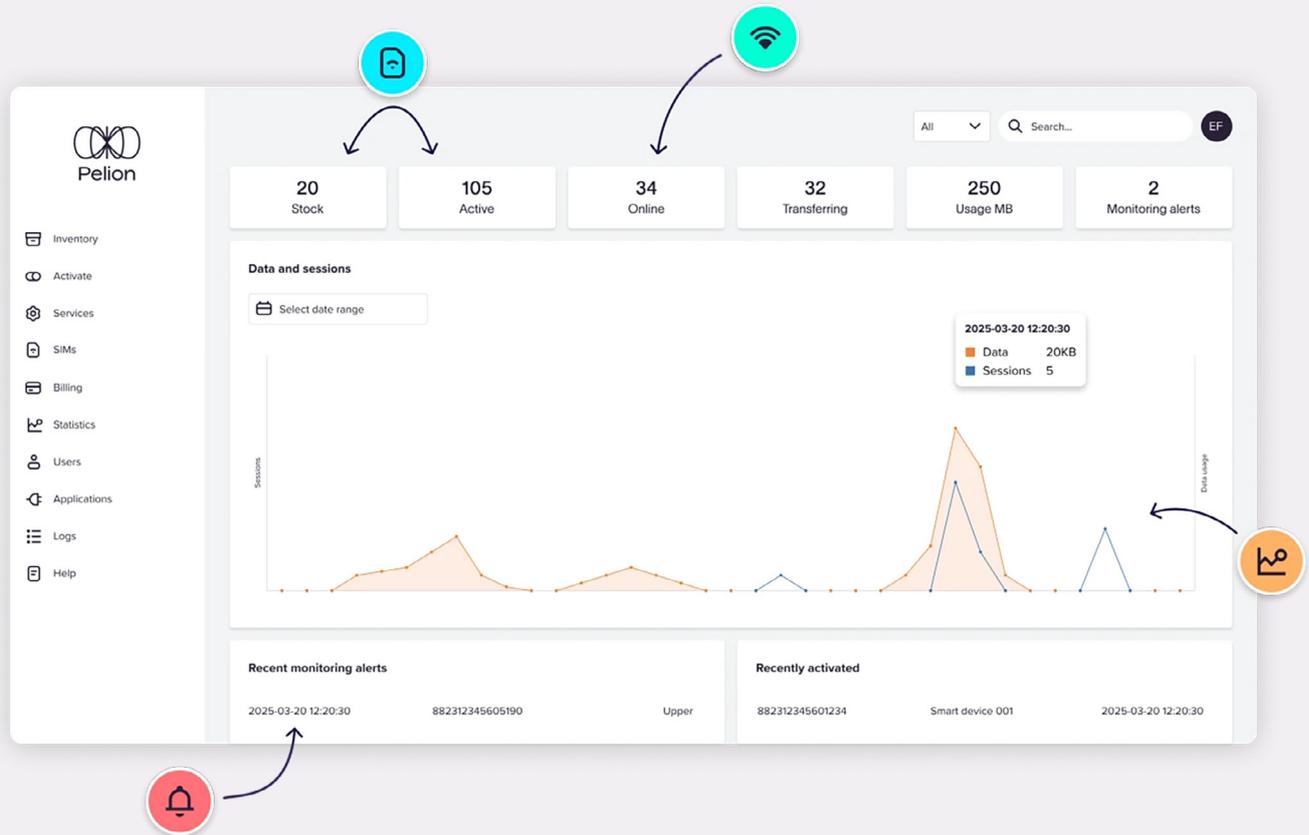# Pelion Portal

An overview of SIM provisioning, monitoring and reporting in the Pelion Portal

Pelion.com

Your One-Stop-Shop for Effortless SIM Management

The Pelion Portal is a unified single-pane-of-glass Connectivity Management Platform, where you can see all your IoT SIMs, subscriptions, usage data, diagnostics, and billing in one place.

It allows you to control your global IoT connectivity estate, reduce complexity, avoid juggling multiple contracts and portals, and gain visibility and control across your connected devices.

Complete Visibility, Total Control

SIM Management

You can order SIMs, bulk activate them, change or update rate plans, manage subscriptions, monitor SIM status, and track the full SIM lifecycle — all inside the Pelion Portal.

Key capabilities include:

- Order SIMs directly through the portal with real-time order tracking
- Support for all form factors, including eSIM, eUICC, and physical SIMs
- Bulk activation of up to 2,500 SIMs at a time via CSV upload or identifier entry
- Assign tariffs, tags, and nicknames during activation
- Monitor SIM status (online, offline, in stock, active, terminated) in real time
- View IP addresses in use and live data activity per SIM

Whether you're working with 100s or 100,000s SIMs, the Pelion Portal is designed for effortless SIM management at scale.
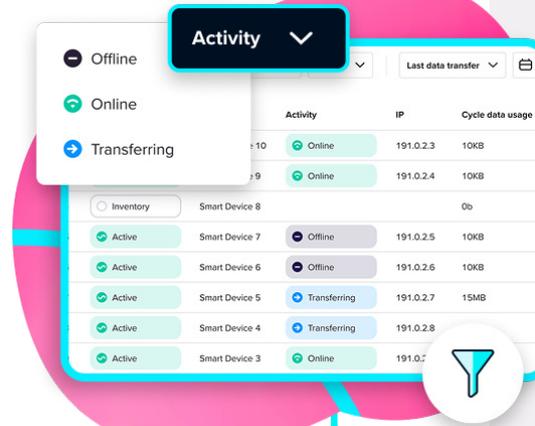
Monitoring & Reporting

Keep an eye on your whole SIM estate at a glance with Pelion's reporting dashboards, making it easy to spot trends, understand usage patterns, and identify unusual behaviour early.
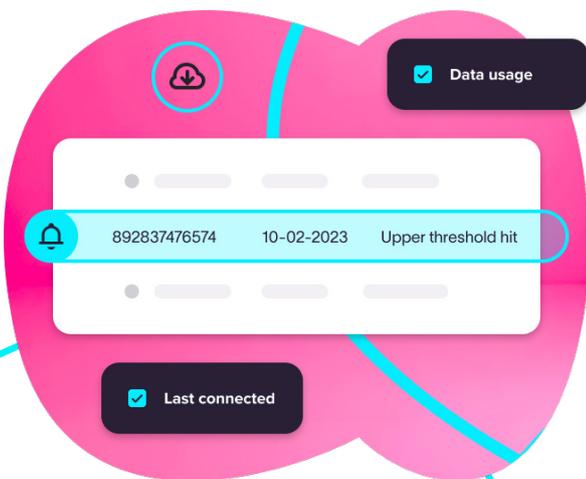
You can access:

- Real-time dashboards showing SIM status, data usage, and active sessions
- Subscriber-level analytics by searching for individual SIMs
- Exportable reports for offline analysis and custom reporting
- Reports and graphs including:
  - Data usage by subscriber
  - Data usage by protocol
  - Data usage by IP address
  - Inbound versus outbound traffic
  - Monthly and six-monthly usage by tariff
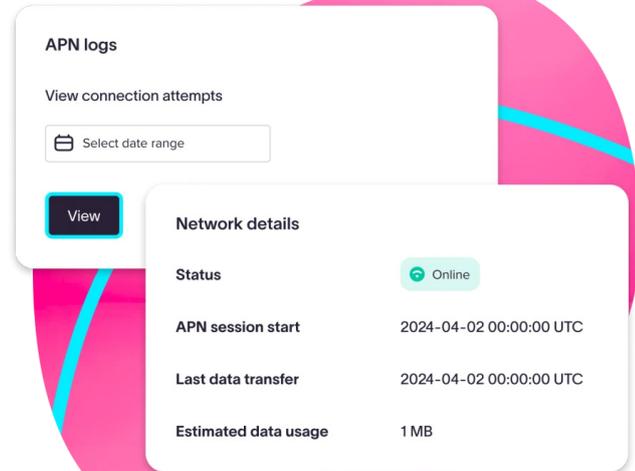 - Total data volumes and data sessions

These tools help you detect anomalies, optimize usage, and avoid unexpected costs.

Troubleshooting & Diagnostics

The Pelion Portal makes it easy to understand how your IoT SIMs and devices are behaving, so you get complete control over your IoT connectivity management.

From reviewing SIM records and activity logs to diagnosing unexpected behaviour, our troubleshooting tools are designed for faster resolution and fewer on-site interventions.

- Detailed SIM records with usage history and activity logs
- Visibility of live sessions, IP usage, and connectivity state
- Network and portal logs showing key events such as activations, tariff changes, and user actions
- Faster fault identification, reducing the need for on-site interventions

APN logs

View connection attempts

Select date range

View

Network details

Status	Online
APN session start	2024-04-02 00:00:00 UTC
Last data transfer	2024-04-02 00:00:00 UTC
Estimated data usage	1 MB

	Last 6 months
July	Invoice	£152.00	Download
June	Invoice	£148.00	...

Billing & Invoice Management

Track usage, adjust plans, and manage billing – all in one place.

Pelion's billing tools allow you to:

- View activations, terminations, and tariff changes affecting your bill
- Access a full overview of account tariffs and detailed tariff breakdowns
- View and download invoices and billing reports
- Monitor month-to-date spend and historical usage by tariff and SIM
- Export billing data for forecasting, auditing, and internal reporting

Whether you're scaling up or fine-tuning, Pelion makes it simple to stay in control of costs.
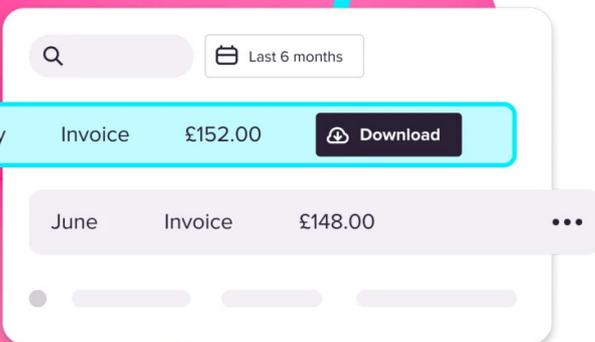
APIs & Integrations

Seamlessly connect APIs for streamlined automation.

Pelion offers rich APIs and integrations that allow you to:

- Retrieve real-time and historical usage data
- Manage SIM lifecycle events programmatically
- Automate alerts, monitoring, and operational workflows
- Integrate with BI tools, SOC platforms, and your existing technology stack
- Create up to 10 integrations directly within the portal
- Generate secure, one-time access keys for API authentication

You can use Pelion's built-in applications, bring your own, or combine both – giving you the flexibility to scale without reworking your architecture.

User Roles, Permissions & Governance

Assign roles, invite collaborators and control access securely.

Easily manage who can do what in your Pelion Portal by inviting teammates and setting the right access levels.

You can group users, so they only see the SIMs that matter to them, keeping everything organized and secure.

Plus, with two-factor authentication available for you and your team, you'll have extra peace of mind knowing that only the right people can get into your account.

Security, Authentication & Access Controls

With Pelion, security is baked in from the start.

You can set smart, real-time alerts that notify you when something odd happens (like data spikes or unusual usage patterns), keeping you ahead of issues before they turn into bill shocks or compromised devices.

Your data is locked down with strong encryption, and suspicious activity gets logged and flagged to our Analytics team.

So, while you're managing SIMs and usage, we're working behind the scenes to make sure access is controlled, behaviour is monitored and only the right people get in.

Step-By-Steps for Success

Discover and learn the core capabilities of the Pelion Portal with our how-to guides.

Activate SIMs

Learn how to active your SIMs in the Pelion Portal.

APIs & Integrations

Learn how to integrate IoT connectivity data into your everyday systems.

Consumer eSIM for IoT

Learn how to effortlessly connect your eSIM-only devices.

Invoice Management

Learn how to manage your invoices.

Monitoring Alerts

Learn how to create and manage your monitoring alerts.

Order SIMs

Learn how to order SIMs in the Pelion Portal.

SIM Register

Learn how to get deeper connectivity insights with new filters and bulk SIM searches.

SIM Report

Learn how to view and export customer SIM reports.

Statistics

Learn how to view statistics in the Pelion Portal.

Pelion