



Telstra M2M Control Centre

Manage every IoT
SIM with Ericom

Managing thousands of IoT SIMs across vehicles, sensors and machines is complex and time-consuming. Without expert oversight, organisations face unexpected overages, blind-spots and costly downtime. Ericom bridges the gap between Telstra's self-service platform and real-world enterprise needs, delivering hands-on management that keeps your fleet visible, secure and cost-efficient.

Why M2M Control Centre

- ✓ **Streamlined operations:** Receive solution-aware, accelerated support via the Ericom Integrated Service Desk, minimising disruption and keeping business-critical devices online.
- ✓ **Cost control:** Continuous usage monitoring and automated rules prevent bill shock, keeping expenses down and protecting against unnecessary overages.
- ✓ **Fleet insight:** Real-time dashboards and reports give clear visibility of costs, usage and active services fleet-wide.

How it works

- 01 Detect:** IoT SIMs publish status, usage, and alarms in real time via Telstra Control Centre.
- 02 Analyse:** AI analytics classify anomalies, forecast demand and trigger cost, security or performance rules automatically.
- 03 Manage:** Ericom engineers implement changes, liaise with network vendors and optimise plans, keeping devices compliant and teams informed.

Getting started with Ericom

- 1 Assess your current IoT risks and objectives to design a tailored management framework.
- 2 Deploy smart automation rules and communication plans with guaranteed reporting.
- 3 Train your staff and provide ongoing optimisation reviews led by Ericom specialists.

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Innovative features

Platform management - End-to-end user, SIM and rate-plan administration with business-hours SLA.

SIM lifecycle control - Activate, suspend or swap SIMs at scale, ensuring each device is in the right billable state.

Advanced automation - Rules engine applies data caps, roaming limits and pricing policies instantly, slashing manual effort.

Diagnostics and spotlight - Deep, timeline-based troubleshooting pinpoints connectivity issues in seconds.

Custom rules - Define triggers for actions like status changes or notifications, allowing control at scale without manual steps.

Dashboard reporting - Custom dashboards track spend, usage and service quality, ready for export to finance or ops.

CONTROL COSTS

Unexpected data spikes can derail budgets. Our managed rules and proactive alerts cap usage before it becomes expensive, safeguarding OPEX while maintaining service quality.

ABOUT US

Ericom is a leading provider of smart solutions built for Australian industry. We blend cutting-edge technology with deep domain expertise to tackle complex challenges and deliver better business outcomes.

BOOST VISIBILITY

Disconnected dashboards hide performance issues. Unified reporting and real-time KPIs reveal trends, making it easy to optimise devices, plans and support resources.

NEXT STEPS

Book a 30-minute discovery call and receive a tailored optimisation roadmap within five business days. Our experts will show you how effortless IoT management can be.



Ericom IoT Control Centre Services integrate across diverse applications, including:

- Connected vehicles
- Asset tracking
- Smart cities
- Industrial automation
- Smart agriculture
- Environmental monitoring
- Smart Construction sites
- Heavy equipment Telematics
- Retail IoT
- Healthcare devices

Let us show you how.

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