



# Alvaldi

## Connect, diagnose, fix.

# Remotely troubleshoot your IoT fleet in a secure and efficient way

## Key benefits

- ✓ **Ensure customer satisfaction.** Resolve device issues quickly and minimize downtime.
- ✓ **Save support costs.** Reduce time to resolution and eliminate on-site visits or returned devices accessing your devices remotely.
- ✓ **Strengthen security.** Reduce risk with enterprise-grade security designed into each step of the troubleshooting process.

# \$9k

per minute is the average cost of downtime across industries

## THE CHALLENGE

### Troubleshooting complex IoT products at scale

IoT devices continue to proliferate across industries and applications. Their rapid growth expands the sheer scale and complexity of IoT devices, increasing the chances for device issues impacting product quality. Today, OEMs and their support teams must address these new challenges to meet performance standards, ensure product quality, and deliver the experiences customers buy, expect, and demand.

The days of sending technicians on site to diagnose and fix problematic devices are gone. Costly and resource-intensive, the limitations of this old method of device troubleshooting and support are only exacerbated with scale, complexity, and usage – often spanning geographies and time zones.

Increasing customer demands accelerate the challenges. Customers are no longer content to wait days or weeks for their products to be fixed. They expect products to work 24/7/365. Instability, poor performance, or in the worst case, unusable products, not only lead to poor customer satisfaction but can affect revenue and brand recognition. Today, IoT devices are expected to work – always – and need to be fixed immediately, ideally before customers become aware of issues.

To meet customer expectations and protect the bottom line, OEMs require a modern and efficient approach to troubleshooting IoT devices – at increasing scale and complexity.

## THE SOLUTION

# Securely and remotely troubleshoot your IoT fleet

Connect, diagnose, fix. Alvaldi offers OEMs a troubleshooting solution that enables their support team to securely connect to remote devices and quickly resolve issues.

With Alvaldi, fix your device issues remotely – with speed and ease in just a few clicks.



**See all devices at a glance.** Gain instant access to all your connected devices with Azure IoT Hub. Select a device, or set of devices, and kickstart your troubleshooting process!



**Identify a device, connect the terminal.** Home in on the problematic device, and launch the terminal. Investigate issues, review inventory information, run commands, upload scripts, or download log files. Diagnose and remediate issues immediately with real-time device access and testing. Get all the information required to fix the problem, fast.



**Stay compliant and secure.** Ensure security with complete remote terminal session replays, connection logs, and access control – directly from the Alvaldi interface.

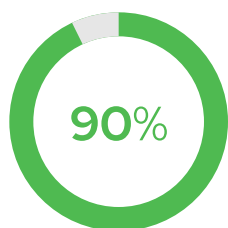
## Deliver superior customer experiences with fast, remote IoT device troubleshooting.



## WHY ALVALDI

↑ **4 - 8%**

revenue growth when businesses prioritize delivering better customer service experiences



of customers rate an "immediate" response as essential



## ALVALDI FEATURES

### Enterprise-grade capabilities

**Remote terminal.** Instantly create a secure remote terminal session for individual devices. No SSH or VPN required!

**File transfer.** Seamlessly upload or download files or scripts to accelerate investigating and remediating device issues.

**Device inventory.** Access relevant information to ease the troubleshooting of your devices.

**Audit log.** Leverage a full session replay and audit logs, including the session time, user, and device details.

**Built-in security.** With complete end-to-end security, ensure each device is only accessed by authorized users. Zero open ports, authentication, encryption, and role-based access control ensure security at each step.