



# Wingz Gains Ultimate Availability and Full Fleet Control with **floLIVE's Multi-IMSI Approach**

CASE STUDY





## Executive Summary

Wingz is an eScooter company, based in Azerbaijan, but with a global business, and plans to expand to new regions outside of existing fleets in Azerbaijan.

Wingz had realized that to effectively run their global business and ensure Quality of Service, they needed a solution that would overcome the shortcomings of a single, local MNO.

By partnering with floLIVE, Wingz now has a solution that works anywhere in the world and provides ultimate visibility and control through a single self-management portal. They can access data usage in real-time and provide better customer service to their own users. With a multi-IMSI approach, if there is a gap in coverage, the SIMs autonomously switch to another operator to provide seamless, local coverage and ultimate Quality of Service.

## The Business Impact of floLIVE

### Seamless Operation

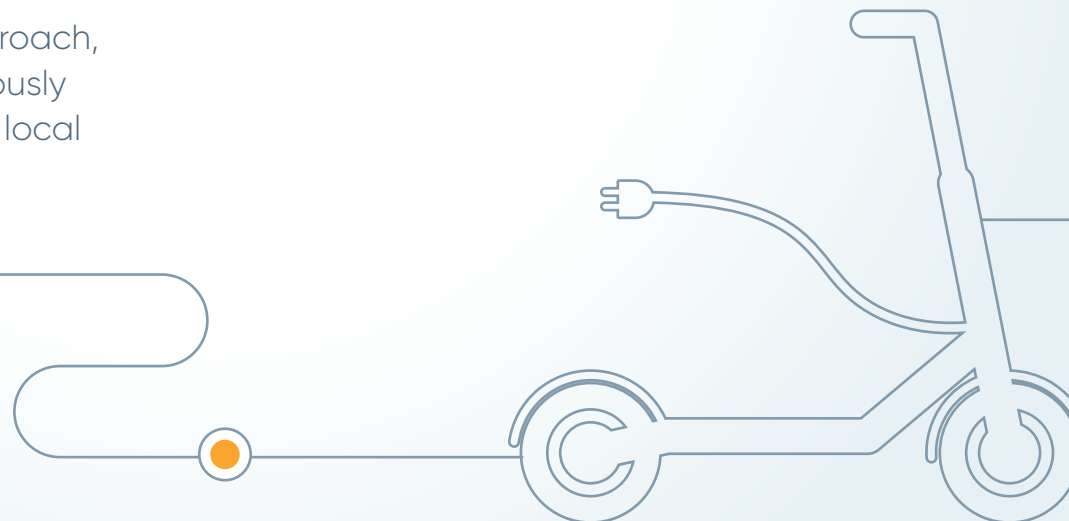
Real-time visibility into each and every SIM, including its status, location and configuration.

### High availability

Ultimate coverage and QoS due to the SIM's autonomous switching capabilities.

### Global Service

A single SKU allows Wingz to provide the same level of service anywhere in the world, while cutting down on their operational costs.







## The Challenge

Being a Service Provider, Wingz' single, most important asset is the Quality of Service they provide to their customers. If they cannot locate or maintain their eScooters in a fast and efficient manner, it could impact their immediate business results. And since these eScooters are scattered around in no single location, cellular coverage is key.

Wingz design and assemble their eScooters in Azerbaijan, while manufacturing takes place in China. The company was looking for ways to monitor and control their fleets for ultimate QoS, whether these were local to headquarters in Azerbaijan or from any customer location worldwide, with real-time control and visibility. They initially worked with a local MNO, but found a number of challenges in this approach.

They were lacking basic information and tools to control and monitor their SIMs, such as coordinates, SIM status and traffic. This was because the MNO did not provide high availability within their service area.

Looking ahead at their roadmap for expanding to new countries, Wingz was concerned about having even less visibility, due to what seemed an inevitability of onboarding multiple similar MNO relationships and additional configurations.





Hoping for a different approach, Wingz business owners defined the top priorities that they needed to find from their connectivity provider:



### Superb coverage

So that eScooters could be left anywhere, without impacting performance. Currently, in certain regions there were challenges with coverage, which meant connectivity would be offline for minutes or hours at a time. This directly impacted their ability to manage the fleet and provide 5\* service.



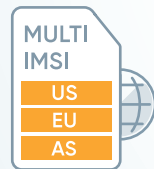
### Real-time visibility

Wingz wanted greater understanding over whether their SIMs were working or not, or where each of their scooters was located at any given time.



### Factory Tests

Wingz wanted the ability to test their devices as early as possible in their manufacturing stage, wherever that occurred in the world, to reduce the number of faults in the field.



### Seamless global expansion

Wingz recognized that these problems would grow alongside expansion to other regions. They needed a better solution than multiple MNOs and configurations, and wanted to maintain a single SKU.



### Simpler operations

This single SKU would in turn reduce manufacturing, configuration and inventory costs. Currently, every time there was a problem they would need to call the local mobile operator for support. This could take hours or even days to solve.



## The Results

floLIVE was recommended to Wingz as a result of its innovative approach to providing global connectivity for IoT use cases. Rather than partner with multiple MNOs everywhere they wanted to do business, Wingz could partner once with floLIVE, and gain access to an extensive IMSI library of mobile operators, all from one SIM card. These could be provisioned remotely over-the-air, and would only connect once the device became active at the point of use.



floLIVE's solution is unique in the IoT space, and gave us exactly what we needed to expand our eScooter business. We can now manage and support our products from anywhere in the world, providing a great user experience to our own customers. floLIVE has been there for us 24/7 with amazing customer support when needed, and have been able to provide truly competitive rates for connectivity."

**Shlomi Palankin, Founder & Managing Partner, Wingz.**



### Full visibility

At a glance, Wingz can now see what's happening to all of their scooters in real-time, including location, SIM management, and data usage.



### Innovative billing

Cross-carrier pooled billing plans means the ability to combine device data via multiple carriers, unlike the old legacy billing from local MNOs.



### Better customer support

By accessing information on usage, Wingz can avoid invoice shocks or any scams, helping to better support their own customers.



### Self-management

No more relying on MNOs every time there is a problem. From the management portal, Wingz has the tools that they need to control their operation.



### Full coverage

A multi-IMSI solution promises no more gaps due to regional challenges. In fact, autonomous switching means IoT availability never misses a beat.



### A single SKU

With one SIM, and a single configuration, Wingz can now expand anywhere in the world. This comes with inherent compliance and ultimate ease of use.

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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