



**Our Caburn Connect network services provide secure and resilient voice and data connectivity for the telecare, lone-worker and health sectors. Providing enhanced security features and real-time system monitoring.**

## Mission Critical Communications

Our Caburn Connect services are designed for connecting voice services within a securitised roaming environment. Providing a suite of complementary connectivity solutions for end user applications. We provide licensed GSM connectivity solutions as well as more specialised services.

Our connectivity solutions provide wider geographical coverage via our multi-network services. We also provide single network connectivity options where that form of operation is desired. Data usage can be managed via our SIM management platform, while extra security features can help protect end users and their data. For example, telephone numbers are authorizable via approved number lists and we can also provide dedicated VPN solutions.

As with all of our services we manage a series of protocols and network API, which allow our clients to have visibility & control of their device's data plans, SMS and voice usage.



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## Caburn Connect - Key Features

### Mission Critical Communications

We provide mobile network connectivity to organisations needing to deploy resilient solutions for individuals, workers or sites which need enhanced coverage or bespoke services. Our systems and ethos allows us to work with our partners to deliver connectivity solutions and accompanying processes which serve to provide high-quality mobile services and protect end users.

### Resilient Voice Connectivity

We are a leading mobile voice & data solution provider for the lone worker, telecare and health sectors. These applications require enhanced support, the added security of local numbers, 'white lists' for outbound and/or inbound calls/ SMS, Virtual Private Network (VPN) solutions and robust multi-network roaming. We also offer the ability to manage SIM lifecycles, deployments and costs via our extensive management portals.

### Multi-Network Roaming

Our multi-network solutions are ideal for applications requiring extensive geographical reach or remote area access. Difficult terrain, high local usage, transient or adverse weather conditions can cause individual network to void or cause coverage-shrinkage. Outage-periods or problems on an individual network can therefore be circumnavigated.

### Native UK Telephone Numbers

We provide the facility to register devices with a UK or National telephone number. This allows devices to be called by friends, family or call centres without incurring international call charges. A typical problem for other roaming solution providers and their client's customer eco-systems.

### Approved Telephone Number Lists

Our systems allow inbound and outbound calls and SMS to be checked against a configurable approved telephone number list/database. This provides an added layer of privacy and security for end users and their devices. For example, from nuisance calls, or malicious SMS which seek to reconfigure or 'hack' devices.

### Service Monitoring & Status Reporting

Our team of experts develop and operate systems to monitor mobile network activity and report any problems as and when they occur. This means utilising our own and our partners systems to measure activity and session failures across a range of carrier networks, core operator infrastructures and edge devices. We report the status of networks to allow our clients and Alarm Receiving Centres to make informed operational decisions which place the care of end users at the fore.



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### Location Based Services (LBS)

Our systems enable the on-line or off-line status of devices to be queried. We also provide the ability for the location of devices to be queried and mapped based upon information extracted from the local mobile mast data. This is particularly useful for devices which are located indoors and may not be able to send GPS data through the building infrastructure.

### User Messaging Services

Our systems allow critical users such as nurses to edit their voice mail and messaging prompts. This is not typically available on other multi-network roaming services. This means that if the user is busy or unavailable, callers can be prompted to redirect to other NHS services or their peers/colleagues.

### Dedicated Support

Our support teams and operational experts provide a high quality and responsive service to our clients. We proactively help our customers optimise their devices for a multi-network roaming environment and advise on the best methods to ensure an optimum service based upon their particular needs or solution. This is not as simple as a basic algorithm and requires in-depth understanding of how networks operate and are managed and the types of fail-safes that can help user devices communicate effectively if some parts of the main mobile network operator's infrastructures suffer individual signalling, or general communication pathway errors or outages.

### Encrypted Data & Privacy

Our services are underpinned by Virtual Private Network (VPN) options which allow data connections to be encrypted between end-user devices and service applications or Alarm Receiving Centres (ARC's). Our systems also enable the connection of multiple SIM vendors, unlocking the ability to utilise multiple providers and thereby reduce the likelihood of vendor lock-in.

### Sophisticated SIM Management

Our portals provide an easy-to-use SIM management platform. Allowing effective, efficient and secure management of the connectivity of complex, large-scale IoT deployments. Whether mobile, dispersed and static IoT devices. We, therefore, help customers assure their real-time critical day-to-day connectivity of devices. Providing the tools to remain in complete control of individual device's connectivity as well as organising them into easily manageable groups and sub-groups.

Our customer portals provide you with complete visibility of your SIM estate and immediate visibility of a SIM's status or usage. Clients can explore, view, control and manage entire, dispersed populations of SIMs in real-time, via a straightforward interface. The status of groups, devices, their detailed connectivity/traffic records can be viewed and analysed. Full usage, costs, trends and exceptions are displayed in dashboards and charts. Operational parameters can be remotely configured and easily modified. Distributor accounts can be configured and branded, meaning multiple sub-distributors can view and operationalise their SIMs hierarchically.