

pivotel.®

When It Means Everything To Connect Anywhere

The Challenge

Pivotel is Australia's fourth largest MNO and also provides secure and reliable satellite-based connectivity to more than 100,000 subscribers who want to stay seamlessly connected when on the go.

As the only MNO with direct connection to all four major mobile satellite networks, Pivotel is also uniquely positioned to help vertical industries overcome connectivity challenges that keep Australians living and working in two thirds of the country in a state of "digital exclusion." Connectivity is a requirement of modern business, with remote industries like agriculture and mining long struggling to harness the mobile networking capabilities required to operate on the cutting

edge of innovation. The same goes for ships at sea, where lack of access to affordable connectivity jeopardizes passenger comfort and safety. To power rural operations in pursuit of digital futures, Pivotel needed a solution that could be quickly deployed and scaled to provide seamless, easily managed mobile connectivity in a variety of remote operational environments.

The Approach

Pivotel needed a flexible enterprise networking solution that could support a range of industry-driven connectivity use cases across verticals. It chose Expeto's NeXtworking® platform to introduce the Pivotel ecoSphere® solution for expansive, secure and controllable connectivity by enterprise customers, even in the most remote of locations.

ecoSphere® utilizes the Expeto platform at customer or community sites to deliver high speed, low latency connectivity that can be easily monitored and maintained to ensure performance.

Pivotel's ecoSphere® solution also powers cost-effective connectivity at sea. Utilizing the Expeto platform and already established mobile and satellite infrastructure, Pivotel provides automatic roaming services to support least cost routing on a single SIM for ships at sea.

The Payoff

Mobile Connectivity in Remote Locations

Pivotel can now offer an in-demand and affordable networking solution to rural Australian communities via public MNO services that bridge connectivity gaps in underserved regions and improve quality of life. Businesses in these regions can better support unique professional endeavors with connected tools and assets for improved business efficiency.



Rural Farming Communities

Farmers in rural Australia were unable to pursue digital transformation due to a lack of connectivity. Pivotel's ecoSphere® public community network, powered by Expeto, established an affordable mobile connectivity foundation capable of supporting the deployment of IoT sensors, connecting devices and powering innovative ag-tech solutions. The outcomes of this industry-first achievement include:

- » **Reduced** time to connect devices
- » **Deployment** cost savings of up to \$500k versus a legacy solution
- » **Improved** network resilience to support constant monitoring of critical assets/resources, like free range livestock – even when the backhaul connection fails

Seamless, Uninterrupted, Controllable Private Mobile Networking

Pivotal can put the power of network, device and data control directly into its customers' hands. This unlocks a new level of self-sufficiency, empowering customers to move at the speed of business while Pivotal maintains already established connectivity infrastructure.



Connected Mine

A rural Australian mine needed high-performing connectivity to reliably connect and monitor drilling, blasting and digging operations as well as haulage trucks carrying high-value materials in areas without LTE coverage. Pivotal deployed an ecoSphere® private network, effectively deploying public MNO services across the full mine site. Mine operators can now centrally view all connected mine site assets and manage mining operations across a large and diverse area of operations while also minimizing the impact on the local environment. The outcomes of this industry-first achievement include:

- » **On-site**, IT-defined network management that equips mine IT/OT teams to optimize asset utilization and minimize time and asset wastage
- » **Seamless**, low latency, highly resilient connectivity that minimizes machine downtime, ensures worker safety is not compromised and prevents costly shutdowns
- » **Significant** reduction in the cost to consume over two terabytes of cellular data to support currently connected assets such as haulers, laptops and tablets

Least Cost Routing in a Marine Environment

Pivotal can offer customers a least-cost routing solution to avoid unnecessary and expensive provisioning fees from satellite providers when public LTE is available at sea. This results in significant cost savings for customers by maintaining access to more affordable and higher speed LTE connectivity whenever possible, only switching to satellite coverage when absolutely necessary.

Mariners/Boat Owners

For ships at sea, connectivity is an essential resource to ensure safety of those onboard and enhance passenger experience. However, the legacy solution of relying purely on satellite providers results in expensive provisioning fees. To minimize the cost of staying connected at sea, Pivotal utilized the Expeto platform with their own SIM cards used with both ecoSphere® on-network subscriptions and satellite roaming. This solution provides the opportunity to enable devices to seamlessly move between satellite coverage and public LTE using a single SIM. The potential outcomes of this achievement include:

- » **Cost savings** enabled by a gateway device capable of utilizing both LTE and satellite connectivity to prevent roaming onto satellite coverage when more affordable public cellular coverage is available
- » **Enhanced** passenger experience and improved safety by providing access to more reliable, low-latency LTE connectivity when possible
- » **Reduced** complexity of alternative dual SIM solutions by enabling access to both the public cellular and satellite networks via a single SIM



Conclusion

Pivotel saw an opportunity in the market to enhance the connectivity options for customers and community members in remote locations. By partnering with Expeto, Pivotel has secured a highly scalable, quickly deployable and far more affordable private mobile network offering than currently exists on the market.

“Connectivity gaps only grow wider when the promise of innovation skips communities and industries alike,” said Peter Bolger, Pivotel’s CEO. “Pivotel recognized not just an enormous opportunity, but a sacred responsibility to close these gaps to power new experiences and outcomes anywhere. Expeto has played a critical role in this work by making connectivity easier to deploy and manage in even the most challenging locations. We look forward to our continued partnership and work together in the name of connectivity for all.”

To date, the ecoSphere® solution has been delivered to historically unconnected communities and enterprises from diverse vertical industries, fostering customer outcomes at a far faster rate than legacy solutions. The unique value of ecoSphere® lies in its inherent repeatability and agility, enabling Pivotel to:

- » **Rapidly** deploy an affordable and software-defined connectivity solution in remote communities and industries
- » **Create** and capture new revenue growth
- » **Foster** scalability
- » **Build** trusted and enduring relationships with enterprise customers
- » **Simplify** and improve customer experience by transferring the power of control to enterprise IT/OT teams, reducing support time and cost

About Our Partnership

Expeto’s Enterprise First® approach uniquely prioritizes end-to-end enterprise independence to extract the traditional complexities of private mobile networking. Equipped with a solution offering that is purpose-built to be repeatable and deployable, Pivotel can foster sustainable growth and continue to scale to ensure a commanding position in this increasingly competitive market.



Expeto is the world’s leading cloud-based platform to enable mission critical converged Enterprise Mobile Networks (EMNs) for enterprise customers. We enable them to connect over private and/or public mobile Radio Access Networks (RANs) with seamless integration into their IT systems and a single point of control across all devices and networks.

For more information, please visit expeto.io

To learn more about Pivotel’s ecoSphere solution, visit pivotel.com.au