DIGI

360

A Complete IoT Solution for
Digi Cellular Routers

Bringing robust solutions to the next generation of networking and edge computing

The IoT Industry Is Ready for Change

The meteoric evolution of the IoT has not been without challenges. Every industry needs connectivity, visibility into remote operations, better control at the edge and improved security.

But the myriad ways of achieving the end goal, as well as the number of components, decisions and vendors involved, have resulted in massive hurdles.

It's time to create a new IoT paradigm, solve the inherent challenges, and enable seamless, secure solutions that can be deployed rapidly and cost-effectively, and managed with ease over time.

Pain Points Across Industries

COMPLEX ECOSYSTEM OF IOT DEVICES

"How do we update 3,000 deployed devices quickly and cost effectively?"

RAPIDLY EVOLVING TECHNOLOGY LANDSCAPE

"We just deployed 4G LTE. When will we be required to move to 5G?"

SECURITY VULNERABILITY OF CONNECTED SYSTEMS

"We didn't think we were vulnerable until our Denial-of-Service attack."

DEPLOYMENT AND MANAGEMENT COMPLEXITY

"Sending a truck to sites for every device update has become unmanageable."

TECHNICAL EXPERTISE IS LIMITED AND/OR EXPENSIVE

"We don't have the field expertise to upgrade devices to new technology."

Introducing Digi 360

Today, there's a way to both simplify and accelerate IoT initiatives. It's called Digi 360 — a complete solution with the software, management system, edge devices and support you need for a successful IoT deployment.

Management
Digi Remote Manager®, our network orchestration platform, provides complete visibility and control, with configuration, remote monitoring, automation, security and OTA software update capabilities.

Device
High-performanace, purpose-built Digi devices, with integrated software, designed to meet the requirements of a wide range of enterprise, industrial, medical and transportation use cases.

Warranty
Device warranty for the full length of the subscription, with technology transition support, to help customers maximize their technology investment and limit risk.
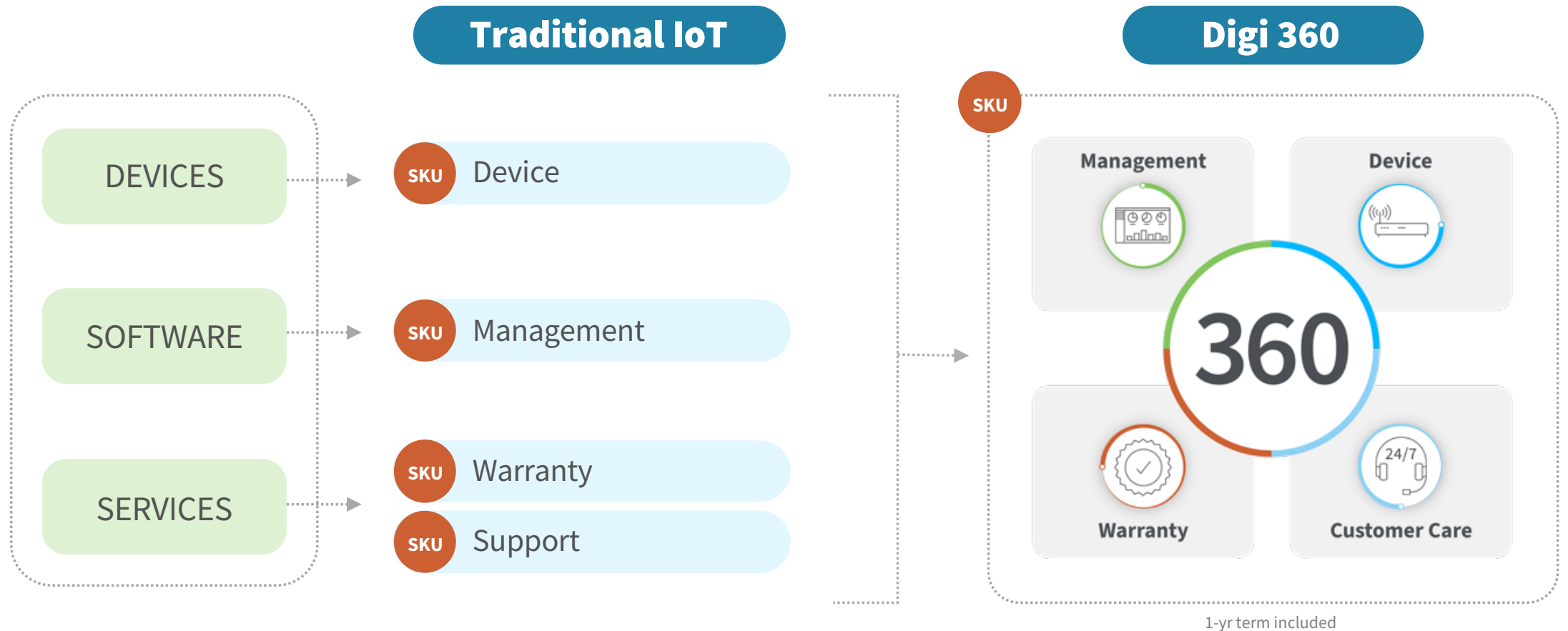
Customer Care
The support plan provides 24 x 7 x 365 tier 1 support with 4-hour SLA for device and network troubleshooting to ensure customers can resolve issues quickly.

360

Whether you're retrofitting existing equipment or investing in new IoT-ready technology, Digi 360 provides a convenient and comprehensive solution to help you maximize your IoT investments.

A Complete IoT Solution for Today and Tomorrow

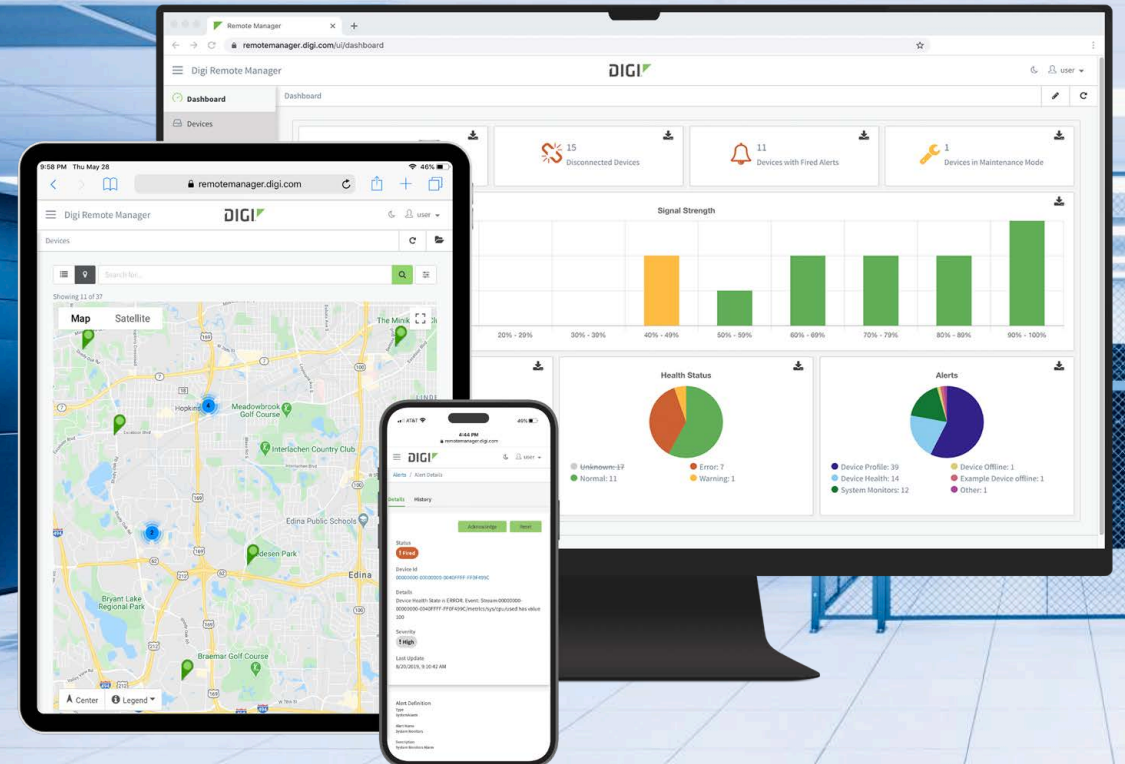Digi provides all your IoT needs. Digi 360 combines them in one comprehensive solution.

Traditional IoT

Digi 360

DEVICES

SOFTWARE

SERVICES

SKU Device

SKU Management

SKU Warranty

SKU Support

SKU

Management

Device

360

Warranty

Customer Care

1-yr term included

Digi 360 Solution Components

MANAGEMENT

Digi Remote Manager®

At the core of Digi 360, Digi Remote Manager® (Digi RM) provides centralized control, management, security, edge intelligence and day-to-day network management. Digi RM is a single, secure platform that enables you to monitor the health of your network, receive automated, actionable notifications, and perform remote diagnosis and repair — reducing the need for costly truck rolls.

- ⊘ API access
- ⊘ Configuration Manager
- ⊘ Scheduled automation
- ⊘ Instant alerts
- ⊘ Edge intelligence
- ⊘ Access to value-added services portfolio

The command center of your intelligent network. Configure. Control. Maintain. Protect.

Digi 360 Solution Components

DEVICE

Digi Cellular Devices

Digi is known for industry-leading hardware that performs under the most demanding conditions. Whether in a hospital intensive care unit, sprawling factory floor or urban transit system, Digi technology connects your ever-growing network of remote locations, sensors and components to keep critical systems running efficiently.

- ⊘ Configurable, scalable, easy to manage
- ⊘ Purpose-built, industry-leading reliability
- ⊘ Mobile and fixed wireless access
- ⊘ Zero-touch configuration
- ⊘ Designed for long product lifecycles

Mission-critical solutions for relentlessly reliable, secure connectivity.

EX

Enterprise
ENTERPRISE CONNECTIVITY

IX

Industrial
RUGGED RELIABILITY

TX

Transportation
MOBILE CONNECTIVITY

Digi 360 Solution Components
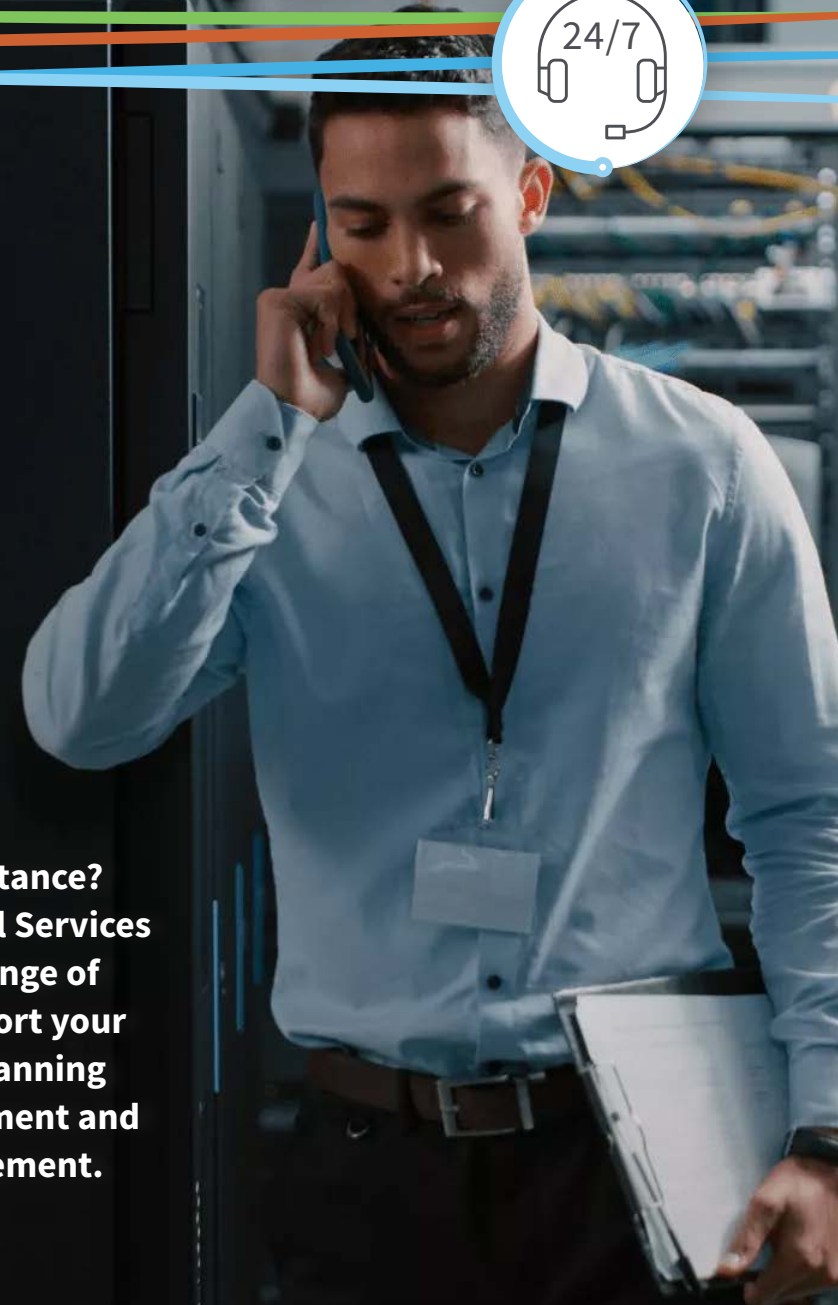
CUSTOMER CARE

24x7 Support

Digi Expert Support is available around the clock, seven days a week. Our professionals stand ready to provide technical support by phone, email or your personal customer portal. Customer Success program available for mission-critical customer deployments. Support includes:

- ⊘ 24/7/365 Expert Support — within a four-hour response SLA
- ⊘ Priority case resolution
- ⊘ Configuration, network troubleshooting and RMA assistance
- ⊘ Feature/functionality inquiries
- ⊘ Integration with third-party devices
- ⊘ Online support resources including articles, videos and guides

⊘ **Need more assistance? Digi Professional Services offers a broad range of services to support your needs — from planning through deployment and lifecycle management.**
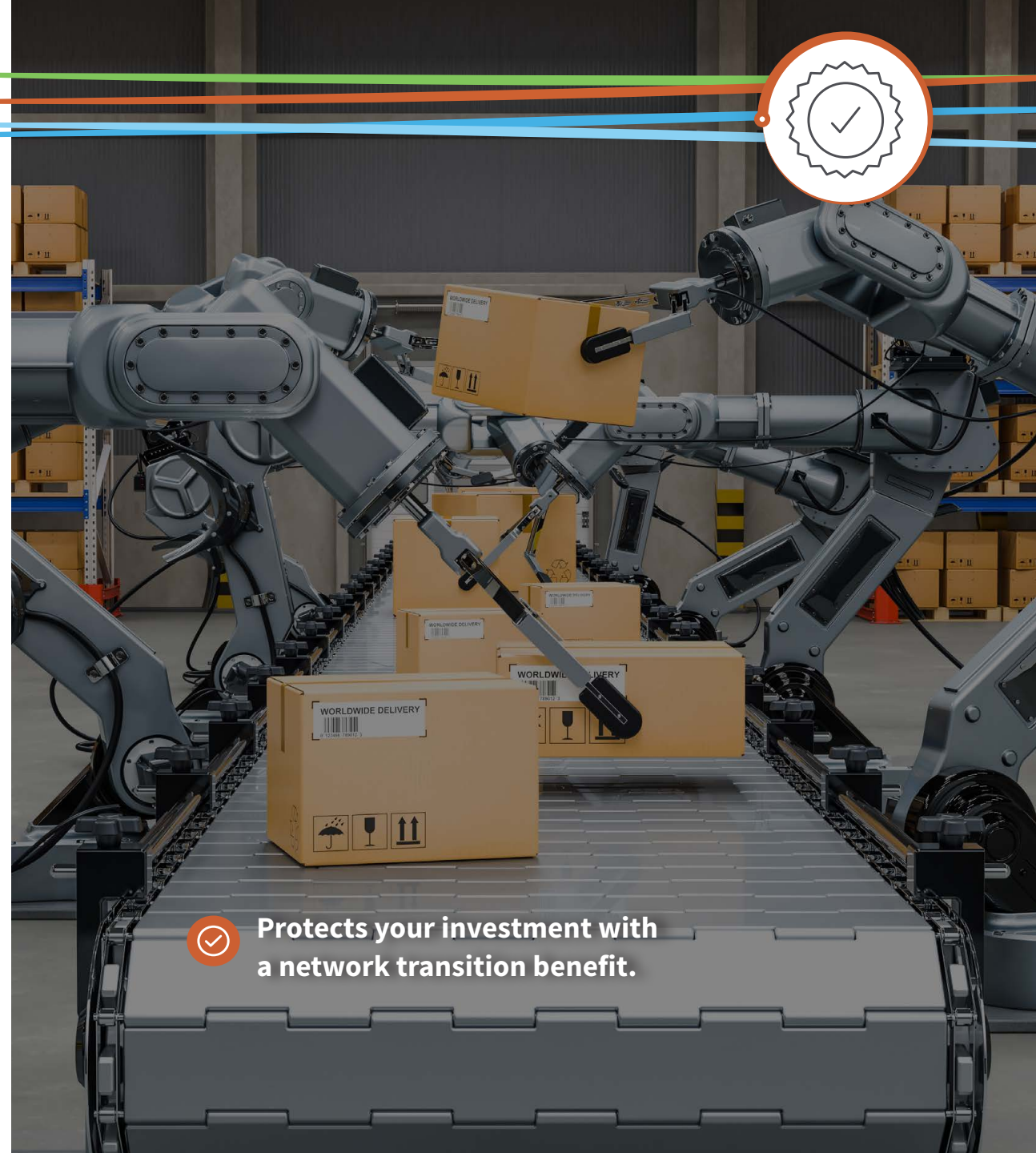
DIGI

Digi 360 Solution Components

WARRANTY

Limited Lifetime Warranty

Digi 360 includes a lifetime warranty offering protection and peace of mind for the complete duration of the subscription.

⊘ Provides edge device protection for as long as you are an active subscriber

⊘ Includes a network transition protection benefit to cope with cellular network technology sunset

⊘ **Protects your investment with a network transition benefit.**

Value-Added Services

Expand your Digi subscription with add-on services that enhance the value of your technology investment and enable you to customize your Digi deployment to meet specific application requirements.

CONTAINERS

Digi Containers empower companies to easily build, deploy and monitor custom applications on devices running DAL OS. With Digi Containers you can "containerize" applications, so they are lightweight, portable and secure.

WAN BONDING

Digi WAN Bonding is a technology enabled through Digi Remote Manager® to provide increased performance, WAN smoothing, packet redundancy and seamless failover for mission-critical applications.

MOBILE VPN

Digi Mobile VPN enables users to create a secure connection between their agency data centers, a Digi router and connected smart devices. This adds enhanced security and connection reliability to existing devices.

Security That Exceeds Industry Standards

Security is a top-of-mind concern for IoT network managers — and for Digi.

We've engineered security into our IoT devices with Digi TrustFence®, which provides secure boot, authentication, protected hardware ports, secure storage and secure connections at the device level. Digi is equally committed to providing security for cloud services that meets or exceeds industry standards.

Digi RM can help ensure critical infrastructure is NERC/CIP-compliant with its portfolio of embedded security functions and is also a key component of HIPAA-compliant solutions supporting medical and health applications. Digi has been an industry leader in adopting standards and security certifications, such as HIPAA, FIPS 140-2 and NIST.

Digi Professional Services

Hands-on Services — From Planning to Deployment and Beyond

Digi Professional Services is a team of engineers and professionals who can help you get from IoT project planning to deployment faster, with support for every step along the way — including web app, mobile app, Python and bash script development, as well as other deployment services. Our team can assist with:

- Managed connectivity services
- Configuration and deployment services
- Application development
- Project management and training

Drive Intelligence at the Edge

Digi 360 offers industry-leading solutions that optimize your data at the edge, making deployment and management of IoT networks and devices faster and easier.

Access, connect and analyze data collected from Digi edge devices to improve business processes, accelerate decision-making and react to changing business needs.

Edge computing services include a library of Python scripts and routines to accelerate the development of custom business logic that can be centrally managed and deployed through Digi RM. The latest Digi routers have been partitioned to securely run custom code at the edge of the network to help reduce cellular costs by moving decision-making logic near the asset.

Simplified Deployments

With Digi 360, you can procure your solution faster, configure your devices for deployment at lightning speed, roll out your solution rapidly, and instantly experience ROI.

What's more, you will always have your fingers on the pulse of your deployment — whether you have dozens or thousands of deployed devices. With Digi RM as your "single pane of glass" you'll have streamlined reporting, automated configuration monitoring, rapid notifications for predictive maintenance, and a single point of contact whenever you need customer care. And with our enhanced warranty, you have the complete confidence that your solution will last the test of time. It's the win-win solution you've been waiting for.

360

All Your IoT Needs, in One Comprehensive Solution

To learn more, contact your Digi representative or visit www.digi.com/360

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