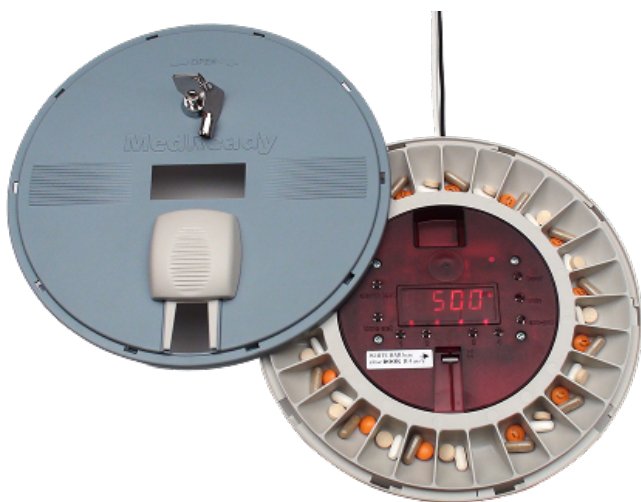


# How IoT Is Transforming Medication Adherence for an Aging Population

## Customer Overview

MedReady is a connected health company specializing in automated medication adherence solutions for seniors. Headquartered in Torrance, California, the company designs and manufactures cloud-connected pill dispensers that help patients take medications correctly and on time.

Their devices dispense medication one to four times per day and automatically alert caregivers or family members when adherence rules are not met. Through remote connectivity, caregivers can also adjust dosing schedules and device settings without needing physical access. To date, MedReady has dispensed over 700 Million doses of medication across the United States, Canada, and Australia, supporting independent living while improving health outcomes.



## The Challenge

As MedReady expanded globally, reliable and scalable connectivity became mission-critical. Their devices depend on always-on cellular communication to ensure timely medication dispensing and real-time alerts -any disruption could directly impact patient safety.

**Initially, MedReady relied on a mix of native, tier one carrier SIMs. However, this approach introduced several challenges:**

- Inconsistent global coverage, limiting expansion into new markets
- Higher failure rates, including frequent “lost” device reports
- Complex device communication, relying on SMS and TCP/IP methods that created reliability issues
- Operational inefficiencies, requiring increased IT and customer support resources

Additionally, MedReady needed a solution that could scale internationally without requiring hardware changes or complex provisioning processes.



## The Solution

MedReady transitioned to KORE Super SIM®, leveraging its multi-network, global connectivity platform to unify and simplify device communication.

### With Super SIM, MedReady gained:

- **Global, multi-carrier connectivity**, enabling devices to seamlessly connect across regions without switching SIMs
- **Improved reliability**, significantly reducing connectivity failures compared to single-carrier solutions
- **IP Commands functionality**, providing a more efficient and robust alternative to SMS-based communication
- **Rapid market deployment**, allowing MedReady to activate connectivity in new countries with minimal effort

The flexibility of Super SIM allowed MedReady to scale quickly, with active deployments in North America and expansion into Canada and Australia—all managed centrally.



## Results

By adopting Super SIM, MedReady achieved measurable improvements across performance, cost, and operational efficiency:



- **Greater reliability:** Fewer lost device connections compared to AT&T-based deployments
- **Reduced operational overhead:** Lower customer support and IT workload due to improved network stability
- **Cost savings:** A more affordable and robust solution compared to legacy carrier SIMs
- **Faster global expansion:** Ability to deploy into new markets “at the click of a button”
- **Improved device communication:** More efficient and dependable connectivity using IP Commands instead of SMS

*“Super SIM has been a game changer for us. The reliability is far better than what we experienced with traditional carriers, and the ability to deploy globally with ease has been critical to our growth. The IP Commands feature gives us a much more efficient and dependable way to communicate with our devices.”*

— Grant Stephanoff, President & CEO, MedReady

Today, MedReady has deployed over 55,000 monitored and 200,000 non-monitored dispensers in total with approximately 4,000 active connected devices running on Super SIM and 18,000 on single carrier SIMs - supporting patients and caregivers with dependable, real-time medication adherence monitoring.



### About KORE

KORE is a pioneer, leader, and trusted advisor delivering mission critical IoT solutions and services. We empower organizations of all sizes to improve operational and business results by simplifying the complexity of IoT. Our deep IoT knowledge and experience, global reach, purpose-built solutions, and deployment agility accelerate and materially impact our customers' business outcomes.

For more information, visit [korewireless.com](http://korewireless.com)



### About MedReady

MedReady, Inc is a manufacturer of automated medication dispensers. Established in 1999, MedReady is the leader in timed, electronic, secured medication dispensers and has more than 100,000 devices in service and operating in over 10 countries. Our mission is to aid in the adherence of medication regimens and virtually eliminating medication accidents and medication related arguments.

For more information, visit [medreadyinc.net](http://medreadyinc.net)

