



Building Global, Future-Proof Connected Industrial Equipment with KORE



The Challenge

This global industrial leader set out to transform its industrial equipment by shifting from standalone hardware to a connected, service-enabled offering. Their initial RFQ/RFP centered around one core problem: their incumbent connectivity provider - a single MNO - could not support reliable, global, and compliant coverage across the wide range of regions where their equipment operates.

Because the equipment are highly mobile, units could be manufactured in Europe, tested on the production line, and eventually be shipped anywhere - Latin America, Australia, Canada, or highly regulated markets like Brazil, India, Turkey, and China. The company had several major challenges:

1. Lack of Global Coverage Flexibility

Their MNO-issued single SIM could only support one network per country, with limited roaming. It wasn't adaptable enough to handle real-world deployments where devices may land in unpredictable regions.

2. Roaming Restrictions and Local Compliance Requirements

Markets like Brazil, India, Turkey, and China impose strict roaming restrictions or demand local connectivity profiles. They needed a partner that could help them navigate these requirements now on as part of a roadmap to keep devices online legally and reliably.

3. Desire for a Single Global Manufacturing SKU

Right on the outset, they were committed to a "single SIM at manufacture" strategy - one piece of hardware that could dynamically become whatever connectivity profile the device needed once deployed.

4. Preparing for a Service-Based Business Model

Connectivity was essential to evolve from selling equipment to offering it 'as-a-service', including:

- remote diagnostics
- predictive and preventative maintenance
- device health visibility
- asset tracking

They needed a partner who could help them shape not just the connectivity solution, but also the connectivity strategy.

The Solution & Technology

KORE partnered closely to architect a resilient, flexible, and compliant global connectivity solution, KORE OmniSIM™, centered on eSIM technology, native/regional carrier integrations, and a hands-on solution architecture engagement.

1. Global eSIM With Dynamic Local Profile Switching

KORE OmniSIM is a single SIM, chosen to solve solved their mobility challenge, as devices can be deployed anywhere without hardware changes. Installed on the production line, KORE OmniSIM supports:

- a high-quality global “flagship” profile
- over-the-air (OTA) switching to region-specific profiles
- the ability to select different data plans or network priorities depending on application needs

2. Compliance-Ready Local Connectivity

The companies testing directly influenced KORE’s investment in these regions, accelerating portfolio expansion. To address restrictions in complex regions, KORE invested in expanding or refining its portfolio, including:

- A high-bandwidth India product valid for up to 90 days before local restrictions apply
- A Turkey solution with high data rates via a reseller partner
- A new, fully compliant China connectivity lineup
- A soon-to-launch Brazil product after early testing revealed gaps

3. Guidance on Technology Choices

KORE’s consultation helped future-proof the hardware design. For example, they initially considered LTE-M for its low-power characteristics, but KORE advised against it due to:

- the compressors requiring mains power anyway
- limited global availability of LTE-M
- the long deployment lifetime of the device (5-15 years)
- LTE Cat-1 providing far better global coverage and roaming stability

4. Partnership-Level Technical Engagement

This partnership accelerated improvements for both sides. It was a key factor in KORE’s selection. Unlike traditional “SIM vendors,” KORE’s Solutions Architecture team engaged deeply:

- weekly sessions and co-development of testing mechanisms
- improvements to KORE’s UI, APIs, and profile-switching logic
- shared root-cause analysis (RCA) for early deployments

5. Enabling a New Service Model

Connectivity becomes a platform for enterprise-wide digital transformation. With connectivity in place, their module has been installed across multiple divisions enables:

- remote health monitoring
- preventative maintenance
- reliable asset intelligence from anywhere
- flexible logistics: devices can be shipped without knowing their destination country



Intended Outcomes & Early Indicators of Success

Although the deployment is still early, they have clearly defined what success looks like.

1. High Device Uptime: Their most important KPI is per-device connectivity uptime. If one device goes offline unexpectedly, they expect, rapid RCA, visibility into network-side behaviour and the ability to resolve by switching profiles or adjusting network priority. Early deployment stages revealed issues that both teams resolved collaboratively - validating the resilience of the solution.

2. Global, Predictable Deployments: Dynamic profile switching is already proving essential as real-world deployments highlight new requirements and the business expects a single manufacturing process, seamless end-of-line testing, deploy-anywhere flexibility and no SIM swaps or regional SKU variations

3. Large-Scale Expansion Across All Divisions: Their long-term vision is 100% connectivity for all hardware sold, in every region, regardless of restrictions.

4. A Future-Proof Connectivity Roadmap: the future adoption of SGP.32 eSIM architecture, broader device-level telemetry and expanded service-based business models. Their understanding and sophistication around connectivity has increased dramatically through this partnership.

This global industrial leader's connected hardware strategy required more than a SIM provider - it needed a partner with deep technical insight, local-compliance expertise, and a truly global connectivity footprint.

KORE OmniSIM™ is the eSIM-based, compliant, resilient connectivity solution enables them to manufacture a single global SKU, deploy equipment anywhere with OTA adaptability, ensure high device uptime with multi-network resilience, launch a new generation of service-enabled smart equipment and scale connectivity across multiple business units globally.

This partnership showcases the full strength of KORE's IoT enablement capabilities and exemplifies KORE's positioning as a next-generation MVNO built for complex, global industrial deployments.





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)