

INS TOTAL CARE



Cellular Managed Services

INS Total CARE is our most comprehensive managed services plan, purpose-built for organizations that demand nonstop connectivity, proactive monitoring, and enterprise-level support for their cellular, IoT, and mobility environments.



24/7 Priority Help Desk & Ticket Intake

Direct, around-the-clock access to the INS Network Support Hub (NSH). Tickets receive priority handling, and trained experts resolve issues quickly and effectively, day or night.



RMA & Advance Sparing

If a device fails and troubleshooting confirms a hardware issue, we'll immediately begin the OEM RMA process to expedite resolution and/or replacement options to help reduce downtime.



Cloud Management Setup

We configure or establish your cloud-based device management portal, ensuring complete visibility and faster resolution of reported issues.



Solve Networks Backup

Built-in redundancy provides automatic failover across AT&T, Verizon, and T-Mobile. Each SIM includes 100MB of monthly backup data, with overages billed at \$0.015/MB.



Annual Reporting

Reporting delivers insight into ticket activity, resolution performance, and network health.

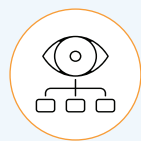
IDEAL FOR:

- Mission-critical deployments needing 24/7 live support
- Organizations requiring proactive monitoring and configuration oversight
- Teams operating at enterprise scale, where uptime and redundancy are paramount



Configuration Template Management

We review and maintain your configuration templates for accuracy, consistency, and compliance with best practices—reducing risk and improving manageability.



Network Monitoring & Fault Management

Continuous network monitoring and automated fault alerts are configured via OEM tools. Notifications are delivered to your operations teams for timely, informed action.



Enterprise Price Tiering

Enterprise pricing can be tailored to align with organizational scale and specific needs.