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Asking the Right Questions: IoT Device Management Partner Considerations

A potential device management partner should be asking insightful, probing, and relevant questions regarding your device management requirements and in context of your overall digital transformation strategy. Make sure the vendor that you're considering to be your partner has discussed the following as part of a consultative approach. The questions you ask now could make the difference between a solution that supports only some of your requirements today or one that fulfils your future IoT aspirations.

1. Are you having a conversation about technology, or drilling into your actual needs? Conversations about LWM2M and WAN IP communications options are all very well. However, has this vendor taken the time to understand your current and future needs, and isn't merely seeking to shoehorn you into their preferred solution?

+ Make sure you've discussed not just device types or architecture, but the powerful insights that will drive your organization's transformation.

+ Can they collaborate with a broad range of ecosystem partners on everything from IoT-optimized chipset designs through to full-featured IoT data management solutions?

+ Have you discussed how you would like to manage data streams and how AI-driven analytics could support your business insights?

2. Is this vendor demonstrating an end-to-end approach to the security aspects of the device life cycle? Trusted insights are rooted in a security architecture that begins in the chip and extends to the cloud. It's a practice that begins at the design stage and continues through to device retirement.

+ Can this vendor offer the real-time device monitoring capability that allows you to trust the information that they deliver?

+ Have they outlined the steps taken to validate device identity, and secure devices during provisioning, deployment, update, and through to retirement?

3. Are you discussing your requirements or their products? Make sure that any potential partner is collaborating with you to define a solution that solves your specific challenges and offers the appropriate levels of flexibility:

+ Your devices: Make sure the solution you opt for can manage diverse device types, from ultra-constrained to rich-node gateways.

+ Your infrastructure: Can this vendor manage any device, connect using service, and deliver data to any cloud?

+ Can they offer options for enhanced privacy and regulatory compliance, or greater autonomy by shifting intelligence and control to the edge, thereby reducing latency, bandwidth, and management sprawl?

+ Your approach: Can they offer a range of solutions that scale from quick-start turnkey to high-touch professional services that leverage customizable, open-source APIs?

+ Answering these questions is vital to giving your IoT project the highest probability for success. Here at Arm Pelion, our consultative Product Managers, are on hand to help you find the very best IoT solution for you, today and into the future. Contact Pelion Device Management: https://www.arm.com/company/contact-us/pelion-device-management-inquiries