

# Solution overview

The proliferation of internet connected embedded devices across a variety of markets has surfaced one of the biggest industry challenges in developing competitive products, which is the ability to efficiently deliver remote software updates at scale. Mender addresses these challenges with an end-to-end over-the-air (OTA) software update manager whose prime directive is security and robustness of the update mechanism. Mender provides a free open source version with a set of core features and extends this capability to commercial plans to address scalability, risk management and security issues that are vastly apparent in enterprises small and big. Mender ensures the different needs of customers are fully met from product prototyping to production and post-production.

## Industry Challenges with OTA software updates

## Mender's approach

## Business value

High degree of fragmentation in device HW/SW.

Support for large and varied number of binary and custom hardware and operating systems.

Provides flexibility to product planning from prototyping to production with no lock in to any specific platform.

Development, integration, and maintenance of an end-to-end solution.

Client-server architecture with built in security and robustness.

Reduces total cost of ownership in product lifecycle.

Varying software update requirements in the product life cycle.

Application and system updates with capability to customize with Update Modules and state scripts.

Enables faster time to monetization with more frequent features and services updates.

Ability to automate and manage deployments across a large global fleet of connected devices.

Features and support level for any scale fleet management from small to large enterprises.

Provides high levels of risk management with significant time and cost savings.

Integration with existing infrastructure without commitment to a specific platform.

Open source with on-premise or hosted server setups.

No vendor lock in with flexibility over infrastructure setup.

## Customers and partners

Mender is trusted by and has relationships with some of the world's most respected brands. Mender has partnerships with Google Cloud and Azure IoT To make over-the-air (OTA) software updates easier for anyone using the cloud platform by enabling a shared device registration, identity and secret key credentials. Mender extends its partnerships with major semiconductor companies such as NXP, and hardware vendors such as Toradex to provide their customers with an out-of-the-box OTA solution in their products. Mender's customers include Lyft, Siemens, Schindler Group, Whirlpool, and Jolt all securely managing and deploying software updates remotely anywhere, anytime.

## Consulting services and support

tESCC (European Solutions and Consultancy Company) is a wholly owned subsidiary of tQCS (tQCS.io) – an IT software consultancy company – established to provide state-of-the-art embedded software solutions and services such as Mender OTA based on open-source standardization for the industrial, medical, defense and automotive industries. tESCC is the sole and exclusive partner on Mender solution and services in the Asia Pacific region, providing technical support for the rapid implementation of OTA update management.

## Mender Hub Community

Mender Hub is an online open source community dedicated to enabling OTA software updates on any hardware platform and operating system with a fast-growing number of boards and operating systems. There are a large number of users contributing to the rapid adoption of over-the-air software updates across new hardware and software revisions and internet connected device types.

### Compare plans

Open Source	Starter	Professional	Enterprise
PRICE			
Free	\$29 /month*	\$249 /month*	Custom
KEY DIFFERENTIATORS			
Robust, secure, end-to-end, system & application updates.	Open source with secure server we host for you.	Advanced features with secure server we host for you.	Hosted or self-hosted, enterprise features, SLA support.
BEST FOR			
Small projects.	Rapid prototyping and testing.	Scale-as-you-go Production.	Production with enterprise grade needs.
KEY FEATURES			
<ul style="list-style-type: none"><li>- Full image atomic &amp; failsafe</li><li>- Application &amp; system updates</li><li>- Signing and verification of image artifacts</li><li>- Secure TLS server/client communication</li></ul>	<ul style="list-style-type: none"><li>- Full image atomic &amp; failsafe</li><li>- Application &amp; system updates</li><li>- Signing and verification of image artifacts</li><li>- Secure TLS server/client communication</li></ul>	<ul style="list-style-type: none"><li>- Robust delta updates</li><li>- Scheduling deployments</li><li>- Two factor authentication</li><li>- Device filtering</li></ul>	<ul style="list-style-type: none"><li>- Smart delta updates</li><li>- Auto retrieval of failed updates</li><li>- Phased rollout</li><li>- Multi-tenancy</li></ul>
WHY			
Do it yourself.	Low up-front time-spend and cost.	Spend less time to manage devices and deployments + support.	Infrastructure options, expert support, custom volume pricing .

\*For first 50 devices with support for larger device fleets

\*\*For first 250 devices with support for larger device fleets



#### CONTACT

Project.Mender@tQCS.io  
ota.tQCS.io

#### Learn more

Website: <https://ota.tQCS.io>

Get started on Mender: <https://docs.mender.io/getting-started>

Join the Mender Hub community: <https://hub.mender.io>

Mender on Github: <https://github.com/mendersoftware/>