



CUSTOMER CASE

Swegon: Reliable Connectivity for Cloud-based Climate Control

Swegon ensures reliable connectivity for its smart indoor climate systems using IoT Complete. By combining hardware, SIM, and connectivity in one managed solution, Swegon simplifies deployments and enables remote service — even when no building network is available.



Background

Swegon delivers indoor climate solutions — including ventilation, heating, and cooling systems — for commercial and residential buildings. Many of its products are connected to Swegon INSIDE, the company's cloud platform that enables energy-efficient control, data insights, and remote maintenance.

This connected capability supports Swegon's broader transition from traditional product supply to a service-oriented offering — providing long-term value to building owners and operators throughout the building lifecycle. Reliable connectivity is a key enabler of this shift, ensuring that products can consistently communicate with the cloud to deliver insights, enable configuration, and support remote diagnostics.

While most systems connect via a building's existing internet, not all environments support this — particularly in new constructions or locations with strict network policies. In such cases, Swegon requires an alternative connection method to maintain consistent service levels and deployment predictability across markets.

Challenge

Before partnering with Telenor IoT, Swegon often relied on separate providers for SIM cards and modems. This sometimes led to troubleshooting issues when the connection failed, requiring additional time and coordination to determine whether the problem was hardware, network, or related to the application.

Additionally, service teams needed consistent access to products for monitoring, alarms, and configuration changes. Any delays or lack of connectivity could impact response time, increase travel needs, and reduce service efficiency.

New EU Cybersecurity Requirements

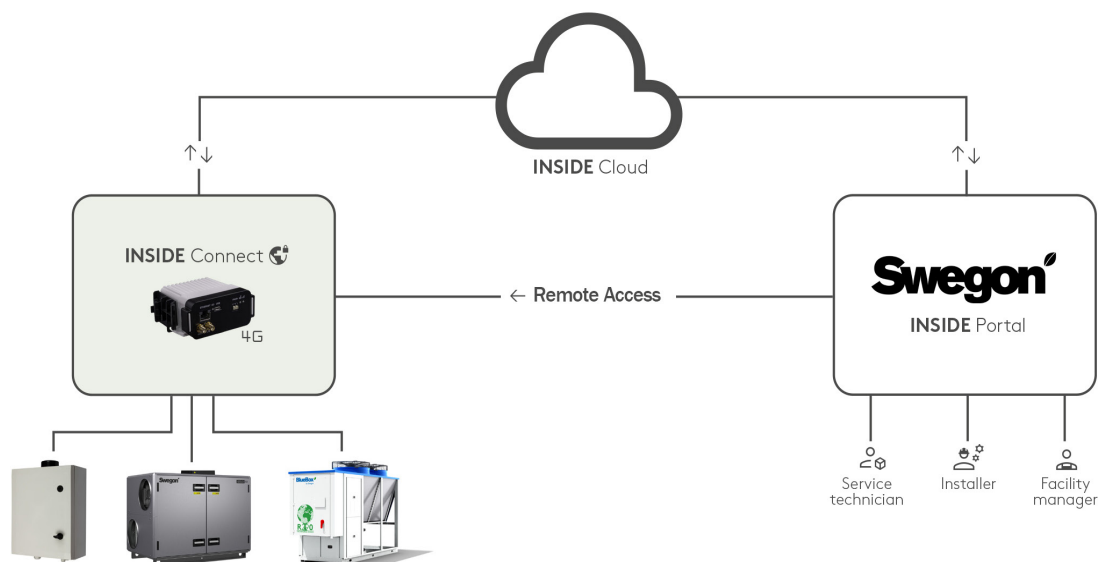
From August 1, 2025, all connected products sold in the EU must comply with the Radio Equipment Directive (RED) cybersecurity requirements, including EN 18031 certification. For Swegon, this is critical to ensure its systems can be deployed without regulatory delays. By choosing IoT Complete, Swegon gains a pre-certified solution, simplifying compliance and speeding time to market.

Solution

Swegon implemented IoT Complete from Telenor IoT — a fully integrated device-to-cloud solution that includes:

- Plug-and-play device connectivity with global SIM, no extra development.
- Pre-certification for new EU cybersecurity directive.
- Configurable firmware with automatic OTA updates.
- End-to-end monitoring of device, network, and cloud gateway.
- Optimized mobile connectivity with network access in 180+ countries.
- Single management view for devices, connectivity, and cloud.
- Remote access to individual products.
- Guaranteed uptime backed by SLA.

This enables Swegon to deploy connected systems without relying on building infrastructure, ensuring instant, secure access to the cloud — and supports their service teams with remote diagnostics and configuration tools, no matter the location.





Result

With IoT Complete, Swegon has strengthened its ability to deliver connected services across markets.

Key outcomes include:

- Reliable connectivity in all environments — including buildings without internet access or with restricted networks
- Reduced troubleshooting and integration effort by using a single, managed solution for both modem and SIM
- Remote service capabilities, allowing technicians to access, configure, and resolve issues without on-site visits
- Lower environmental impact through reduced travel and more efficient service operations
- Standardised deployment across Europe, the US, and Canada, supporting global expansion and scalability.

These benefits help Swegon advance its goal of delivering connected indoor climate systems that provide long-term value throughout the building lifecycle.



By using IoT Complete, which includes both the modem and managed connectivity, we gain end-to-end control over the communication path — from device to cloud. This reduces integration complexity, eliminates interoperability issues between components, and ensures a stable, secure connection regardless of the local network environment. It allows us to standardise our deployment process across markets and reliably support remote diagnostics and updates."

John Wibrand, HVAC Digital Director, SWEGON.



TELENOR CONNEXION

Telenor IoT is the portfolio of IoT solutions from Telenor Group, one of the world's major mobile operators. With more than 20 years' experience of providing global IoT connectivity, cloud services and expert support to companies of all sizes, Telenor is one of the world's most advanced IoT solution providers. Telenor IoT manages international IoT deployments for global customers in some 200 countries and today operates more than 25 million connected devices to enterprises such as Volvo, Scania, Hitachi, Verisure and Husqvarna. The IoT solutions are offered to national customers in the Nordics through the local Telenor operations in each country, and on a global level through Telenor Connexion, Telenor's specialized unit that provides IoT solutions for large, international enterprises who need a customized offer with advanced support.



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hello@telenorconnexion.com