

Should Your Company Go eSIM-Only? Not So Fast.

eSIM Operating Model Decision Guide

eSIM can activate a company phone in minutes — but that doesn't remove the carrier workflow, the troubleshooting, or the recovery process when something goes wrong. There's no one-size-fits-all eSIM strategy: the right model depends on your device mix, carrier relationships, MDM maturity, and what happens when a phone is lost or damaged.

Comparison	Physical-SIM-Centric	eSIM-First Hybrid	eSIM-Only
Onboarding speed	Moderate	Fast	Fast
Recovery	Familiar	Flexible	Process-dependent
Field support	Familiar	Adaptable	Requires maturity
IT workload	Physical handling	Mixed	Digital workflows

eSIM-only is not automatically the least complex — it replaces physical handling with digital processes, carrier dependencies, and exception management.

Quick Self-Check

- ☐ Do you have a standardized device fleet across the organization?
- ☐ Have you tested what happens when a phone is lost or dies while an employee is remote?
- ☐ Is your MDM able to manage eSIM transfer, wipe, and re-enrollment consistently?
- ☐ Do you have a documented fallback activation method (e.g., QR code, portal) if the primary method fails?
- ☐ Do your carriers reliably support remote eSIM provisioning for your device models?

SCORING GUIDANCE

Mostly "yes" — you may be ready for eSIM-first or eSIM-only.

Mostly "no" — physical-SIM-centric, or a cautious hybrid, is likely the safer starting point.

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