

Mobility Services Platform Custom Commissioning

Part Number: COM-MSP-SV1

The Mobility Services Platform (MSP) Custom Commissioning service provides for the complete physical installation and functional commissioning of multiple MSP servers. Built around the MSP Full Server Commissioning model, this customized offer supports a multiple-MSP solution configured to manage at least 250 remote sites and more than 2,500 supported mobile devices (network infrastructure elements and mobile terminals). MSP Custom Commissioning is ideal for customers who are ordering more than one Enterprise server, or are managing a very large mobility deployment across a large number of remote sites, with advanced MSP management needs.

Motorola Responsibilities

1. **Pre-Commissioning Checklist.** Prior to coming on site, Motorola will provide a checklist detailing the information necessary for successful completion of specified tasks.
2. **Motorola Advanced Services Consultant.** Motorola will provide an Advanced Services consultant for several on-site customer engagements, as specified in the Statement of Work (SOW).
3. **SOW.** Motorola will prepare, in coordination with the responsible customer project manager, a project SOW defining the tasks to be accomplished by the Motorola Advanced Services consultant:
 - a. The SOW must be signed by both Motorola and customer-authorized representatives prior to the Advanced Services consultant arriving on site.
 - b. The SOW must specify the number of days of on-site consulting involved, and it must match the number of days of this service ordered in the customer's purchase order.
 - c. The format of the SOW shall be as agreed upon between Motorola and the customer.
 - d. The customer and Motorola may jointly agree to expand the scope of the project through approved changes to the SOW and purchase order.
4. **MSP Commissioning Process.** Motorola will complete an integrated process to commission an MSP server consisting of the following phases: *System Assessment; Design; MSP Server Configuration; and MSP Hands-On Training*:
 - a. **Systems Planning and Assessment.** During this phase, Motorola will focus on understanding and documenting all requirements and mobility management issues impacting successful end-state configuration and use of the MSP, and establishing the necessary guidelines by which all project activities will be managed. In addition, a Motorola Advanced Services consultant will:
 - Develop a detailed plan for each MSP server implementation and configuration, interfacing with all responsible IT operations teams.
 - Develop the MSP Commissioning project plan.
 - Schedule and coordinate site visits and resources.
 - Identify MSP Commissioning objectives and Key Performance Indicators (KPIs).
 - Establish customer roles and responsibilities relating to the MSP commissioning project, as well as ongoing use, administration and support of the MSP solution.
 - Review network architecture, topology, device and application details.
 - Identify mobile terminals, network infrastructure and sites to be managed by MSP.
 - Identify key MSP implementation concerns/issues and develop resolution plans.
 - Interview key personnel to understand mobility management objectives and requirements.
 - Map MSP solution requirements to MSP feature set to characterize desired end-state configuration.

Motorola Responsibilities (continued)

- b. **MSP Design.** During this phase, Motorola will evaluate the existing network infrastructure and mobility environment to develop the MSP commissioning design and identify any network-related issues or concerns. This will include assessing available bandwidth, understanding security requirements and defining network constraints. In addition, a Motorola Advanced Services consultant will:
 - Assess network MSP readiness via collection and analysis of network performance data using standard, commercial Network Analyzer tools, if permitted. In lieu of this, Motorola will perform the assessment using Motorola-specified data provided by the customer.
 - Develop the MSP solution design based on identified requirements.
 - Perform lab tests on MSP solution design.
 - Confirm as-installed MSP management architecture, including network discovery based on IP subnet and location, MSP server placement, IP addressing and naming conventions.
 - Develop site-specific rapid deployment configurations.
 - Develop recommended mobile device monitoring approach.
 - Identify limiting operational constraints, if any, driven by network architecture.
 - Deliver MSP management performance assessment and recommended best practices.
 - Create an on-site plan for the MSP Server Implementation phase.
 - Document the MSP solution design and review the design with the customer's key staff prior to proceeding with the MSP server implementation.
- c. **MSP Server Configuration.** All Motorola activities for this phase of the project will take place onsite at the customer's facility. Remote activities will be completed by the customer's resources to be determined based on sites involved. A Motorola Advanced Services consultant will also:
 - Install and test the MSP server(s) at the customer's facility.
 - Create rapid deployment profiles (barcodes) to stage terminals onto the managed network. Motorola will test the rapid deployment process on the customer's network using terminals located at the project site and (if necessary) additional sites as specified in the SOW. The customer is responsible for deploying additional terminals based on this profile.
 - Perform a discovery of current supported mobile terminals and WLAN infrastructure elements.
 - Perform initial MSP set up site registration and managed group configuration.
 - Configure data collection and event collection.
 - Configure SNMP policies and traps settings within MSP, consistent with existing switch configurations.
 - Establish MSP admin accounts.
 - Complete validation testing and backup of data and configurations.
- d. **MSP End-User Training.** Following the completion of all on-site MSP server implementation activities, Motorola will provide two (2) to five (5) full-day MSP end-user training sessions for customer-designated staff, at sites designated in the SOW, covering:
 - An overview of the MSP user interface, including basic instruction on the features available in each portal.
 - Site registration in MSP.
 - The network device discovery process.
 - Device management policies — setup and application to device groups.
 - Bandwidth consequences of changes in device management policies.
 - The rapid deployment procedure (profile creation and barcode scanning).
 - AirBEAM/MSPA package creation.
 - The software provisioning process.
 - Motorola Remote Control client – installation and terminal sessions.
 - MSP backup and restore procedures
- 5. **Final Documentation.** Upon project completion, Motorola will provide comprehensive documentation of the MSP commissioning project, covering the analysis, design considerations, implementation and end-state configuration of the MSP solution.

Customer Responsibilities

1. **Contacts.** Customer must provide reasonable access to necessary resources, as requested by the Motorola engagement team, in order to answer technical questions related to the MSP commissioning project. Customer's partners or consultants involved in the MSP commissioning project shall likewise provide access to their resources, and shall not restrict access by Motorola to customer resources.
2. **Reasonable Access to Information.** Customer must provide Motorola with reasonable access to any information necessary to facilitate MSP commissioning. Such requests may include temporary network access, passwords and authorization to examine wireless network traffic using commercial software "sniffing" utilities (provided by Motorola).
3. **Pre-Commissioning Checklist.** Customer must make reasonable effort to complete the requested checklist, and provide the necessary information directly, in advance, or on arrival of the Motorola Advanced Services engineer at the customer site.
4. **Access to Network Infrastructure and Mobile Terminals.** Customer must provide reasonable access to network equipment rooms, server equipment, managed wireless infrastructure (such as wireless switches and access points) and managed mobile devices for the purpose of configuring, installing, testing and troubleshooting the MSP solution during commissioning.
5. **MSP Software Version.** Customer is purchasing a software-only version of MSP (beginning with MSP v2.8), to load on a supported server. The server and associated enterprise operating system are purchased at the customer's expense independently of the MSP software, must be fully compliant with the MSP software requirements, and must be fully configured and ready for MSP installation in advance of this service. The Motorola Advanced Services consultant is not responsible for making the customer's server hardware and software ready for MSP commissioning and is not responsible for troubleshooting problems with this equipment. If it is determined that any problems encountered during the MSP commissioning process are related to the customer's server hardware and software, it is the customers' responsibility to pursue corrective action through their independent support arrangements for the server. Any additional expense incurred by Motorola as a result of this situation is not covered by this service and will be invoiced separately. **NOTE:** Supported server hardware and software version may change without notice. Please contact a Motorola account representative and Motorola Advanced Services project manager in advance of scheduling the MSP Custom Server Commissioning service to verify server suitability.
6. **Network Workstation.** Customer will provide Motorola access to any network workstation(s) from which MSP components will run, if access via the Motorola Advanced Services engineer's PC is denied.
7. **Terminal Staging.** Bringing new mobile terminals into use on a network is a streamlined process with the MSP software. However, each new terminal that is being deployed must be individually handled in order to scan a series of rapid deployment barcodes. Customers should prepare for this process in their operations, and plan for terminals and staff to be available as required by the Motorola Advanced Services consultant to support rapid deployment testing.
8. **Access to Telephone and Internet.** Customers will provide access to telephone and Internet connectivity to Motorola during the commissioning engagement. This access will be used solely for contacting Motorola technical resources during the MSP commissioning project should it be necessary to expedite troubleshooting of unexpected problems.
9. **Server Hardware Troubleshooting.** If functional problems with the MSP server hardware occur during this service, which require hardware diagnosis and/or repair, customer is responsible for such problem diagnosis and repair. The Motorola Advanced Services consultant will not perform any of the problem diagnosis. Customer is responsible for complying with all Customer Responsibilities as defined in the applicable warranty.
10. **Training Facilities.** The customer must make the following tools and facilities available for MSP end-user training:

Customer Responsibilities (continued)

- a. Conference room accommodating attendees, trainer and equipment described below.
- b. Windows XP based PCs for each individual equipped with Ethernet and WLAN network interface and Internet Explorer 6 or higher; a PC equipped as described is also required for the trainer if network access for their personal laptop is not granted.
- c. Ethernet and WLAN network access from the training room to the MSP server(s) and managed sites, so that users may access the live production network during training.
- d. Sufficient mobile terminals as needed to support the training.
- e. Local laser printer on the same network as MSP to print rapid deployment barcodes.
- f. Projector with standard Windows PC interface for use by the trainer.
- g. Supply of terminals as needed during training, along with charging cradles and or supply of charged spare batteries.
- h. Trainer access to printer or copy center to produce hard copy material as needed.

Limitations and Restrictions

1. The MSP Custom Commissioning service covers only the Motorola MSP software and associated supported devices. Supported devices may include any mobile terminal, WLAN network element, or other device with software and firmware versions that have been validated by Motorola for use with MSP, with a supported status published on Motorola's MSP supported devices list as of the date of this service.
2. Unless otherwise defined, Motorola on-site activities for this project will take place at the customer's designated data center or headquarters facility. Remote activities will be independently completed by customer's resources to be determined based on sites involved.
3. This process does not include a procedure to restage existing terminals with MSP agents, unless specified in the SOW. Except for the limited number of terminals involved in the test process described above, Motorola will not deploy any mobile terminals onto the network as part of this service unless specified in the SOW.
4. This service does not cover any third-party applications or customer-developed applications.
5. This service does not include a procedure to restage existing terminals with non-Motorola, third-party or other unsupported applications. Terminals that have already been deployed or loaded with this software will require special intervention not covered by this service, unless specified in the SOW.
6. Motorola's rapid deployment process can enable distribution of properly prepared customer-supplied or third-party applications and software updates. Any such application must have previously been tested, appropriately packaged as an AirBEAM (.apf) package file, and validated by the customer for use before being used with the rapid deployment process or subsequent MSP software provisioning operations. Motorola is not responsible for failure of any provisioning package that has been improperly prepared and tested prior to its deployment via MSP.
7. Motorola will not prepare or test AirBEAM packages for the customer as part of this service, unless specified in the SOW. In addition, Motorola assumes no responsibility for functionality or suitability for service of any such application following its distribution via MSP.
8. This service does not cover upgrading or downgrading customer's wireless infrastructure (such as switches and access points) firmware to be supported by MSP. See number 1 above.
9. This service does not cover upgrading or downgrading the operating system platform for any Mobile Computing Device. See number 1 above.
10. This service does not cover evaluation, troubleshooting, or correction of Customer's WLAN infrastructure or coverage deficiencies.

Limitations and Restrictions (*continued*)

11. Motorola will deploy a limited number of terminals as part of pilot testing of rapid deployment, as defined in the SOW. All other terminals will be independently deployed by the customer's resources, unless a separate Mobile Unit Commissioning service is purchased. This service may only be purchased in conjunction with an MSP Commissioning service.
12. The MSP end-user training provides basic overview instruction on MSP features and functions for designated members of customer's staff. Its purpose is to acquaint these individuals with the end-use functionality of MSP. It is not a substitute for in-depth, classroom technical training on the MSP software, or associated WLAN and mobile terminal technologies. This on-site end-user training may not eliminate the need for further, more technically detailed training at customer expense.

Availability

Motorola's Advanced Services are available worldwide. To check availability in a particular country or for further details, please contact an Enterprise Mobility Services representative by visiting:

www.motorola.com/enterprisemobility/contactus.