Mobility Services Platform Standard Commissioning

Part Number: COM-MSP-SV3

The Mobility Services Platform (MSP) Standard Commissioning service provides for the complete physical installation and functional commissioning of one MSP server, configured to directly manage up to five (5) customer sites and not more than 500 supported mobile devices (network infrastructure elements and mobile terminals). This service is ideal for customers who have limited mobility deployments over a small number of remote sites, with less complex 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 a Motorola Advanced Services consultant for one (1) on-site visit. Once on site, the Motorola Advanced Services consultant will:

   a. Configure a single MSP server on the customer's production network to directly manage up to 500 total devices across a maximum of five (5) sites.

   b. Provide one (1) half-day MSP overview training session for up to four (4) customer-designated individuals.

   c. Prepare and test a standard rapid deployment process to stage new mobile terminals onto the customer's network.

   d. Test the MSP capability on the production network using up to five (5) mobile terminals.

   e. Deliver documentation that outlines the MSP configuration and any rapid deployment processes that were created.

3. **MSP Commissioning Process.** Motorola will complete an integrated process to commission an MSP server consisting of the following phases: *System Assessment; MSP Server Implementation; and MSP Hands-On Training:*

   a. **System Assessment.** During this phase, Motorola will focus on understanding all requirements and mobility management issues impacting successful end-state configuration and use of the MSP. In addition, a Motorola Advanced Services consultant will:

      − Schedule and coordinate site visits and required customer resources.

      − Identify customer roles and responsibilities relating to ongoing use of MSP.

      − Identify key operational constraints impacting MSP.

      − Review network architecture, topology, device and application details.

      − Discuss device management requirements with key personnel.

      − Review network MSP readiness with customer-supplied network performance data and identify potential constraints.

      − Confirm management architecture including IP subnet and location, MSP server placement, IP addressing and naming conventions.

      − Perform prototype tests of the MSP configuration and terminal deployment procedure.

      − Develop an example rapid deployment profile.

      − Review the solution approach with the customer prior to proceeding with implementation.

Motorola Responsibilities *(continued)*

b. **MSP Server Implementation.** During this phase, Motorola will gain an understanding of the requirements, key operations and support of the current mobility system. In addition, a Motorola Advanced Services consultant will:

- Install and test one (1) MSP Server, at a customer-designated data center location, which will directly manage all supported devices identified by customer.
- Create one (1) standard rapid deployment profile to stage terminals onto the managed network. Motorola will pilot the rapid deployment process on a maximum of five (5) terminals located at the project site.
- Perform a discovery of deployed supported network infrastructure and mobile units.
- Perform initial set up and group configuration.
- Configure data collection and event collection from pre-built profiles.
- Configure policies and traps settings within MSP, consistent with existing switch configurations.
- Establish MSP admin user accounts.
- Complete validation testing and backup of data and configurations.
- Provide a configuration report covering the MSP server implementation.

c. **MSP Hands-On Training.** Motorola will provide end-user training for select customer team members who will serve as first-line MSP support after the commissioning project is completed, covering:

- An overview of the MSP user interface (including basic instruction on the features available in each portal), device management policies and device management groups.
- The rapid deployment procedure (profile creation and barcode scanning).
- AirBEAM/MSPA package creation and provisioning.
- Bandwidth consequences of changes in device management policies.
- MSP backup and restore procedures.

Customer Responsibilities

1. **Contacts.** Customer must provide reasonable access to necessary staff resources and subject matter experts, as requested by the Motorola engagement team, 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 consultant 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.

Customer Responsibilities *(continued)*

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 MSP Standard Commissioning 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 customer's responsibility to pursue corrective action through his or her independent support arrangements. 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 or Motorola Advanced Services project manager in advance of ordering the MSP Standard Commissioning service to verify server suitability.

6. **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 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.

7. **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.

8. **Access to Telephone and Internet.** Customer 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 server hardware occur during this service, which require hardware diagnosis and/or repair, customer is responsible for such problem diagnosis and repair. The 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:

    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

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Limitations and Restrictions

1. The MSP Standard Commissioning service covers only Motorola MSP software versions and 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 onsite activities for this project will take place at the customer's 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. Motorola will not deploy any mobile devices onto the network as part of this service.

4. This process does not include a procedure to restage existing terminals with non-Motorola, third-party or other unsupported software applications. Terminals that have already been deployed or loaded with this software will require special intervention not covered by this service. Motorola will not restage any terminals as part of this service.

5. This service does not cover any third-party applications or customer-developed applications.

6. 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.

7. This service does not cover upgrading or downgrading the operating system platform for any mobile computing device. See number 1 above.

8. Motorola's rapid deployment process enables 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 package file (.apf), and validated by the customer for use before being used with the rapid deployment process and 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.

9. Motorola will not prepare or test AirBEAM packages for the customer as part of this service. In addition, Motorola assumes no responsibility for functionality or suitability for service of any such application following its distribution via MSP.

10. Motorola will only pilot test up to five (5) terminals to validate rapid deployment. All other terminals will be independently deployed by customer resources, unless a separate Mobile Unit Commissioning Service is purchased. This service may only be purchased in conjunction with an MSP commissioning service.

11. MSP hands-on training is intended as a "train-the-trainer" session for the team leads overseeing core MSP user staff. Its purpose is to acquaint these individuals with the basic 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 familiarization may not eliminate the need for further 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.

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