**MOTOROLA** *SOLUTIONS*

# Mobility Services Platform Full Server Commissioning
## Part Number: COM-MSP-SV2

The Mobility Services Platform (MSP) Full Server Commissioning service provides for the complete physical installation and functional commissioning of one (1) or more MSP servers, configured to manage up to 250 remote sites and not more than 2,500 supported mobile devices (network infrastructure elements and mobile terminals). This service is ideal for customers who have a single IT operations team, or are managing a large mobility deployment across a large number of remote sites, with more 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 a Motorola Advanced Services consultant for up to two (2) on-site visits. Once on site, the Motorola Advanced Services consultant will:
   – Work with the customer's IT operations team for MSP commissioning.
   – Configure each MSP server on customer's production network to manage up to 2,500 total devices at a maximum of 250 sites.
   – Prepare and test a standard rapid deployment process to stage new mobile terminals onto the customer's network.
   – Test the MSP capability on the production network, using up to 25 mobile terminals, at the MSP Network Operations Center (corporate data center or similar location) and up to one (1) additional local site.
   – Provide one (1) full-day MSP end-user training session at a single site for up to 20 customer-designated individuals.
   – Deliver comprehensive documentation on the MSP commissioning project, including but not limited to: details related to MSP implementation planning and network readiness assessment; solution design and testing; MSP implementation on the production network; essential configuration settings; and MSP Console Graphical User Interface (GUI) reference material.

3. **MSP Commissioning Process.** Motorola will complete an integrated process to commission an MSP server consisting of the following phases: *System Assessment; MSP Design; MSP Server and Mobile Device Implementation; 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 the MSP Commissioning project plan.
      – Schedule and coordinate site visits and resources.
      – Identify MSP Commissioning objectives and Key Performance Indicators.
      – 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. A Motorola Advanced Services consultant will also:
- 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 and Mobile Device Implementation.** 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. During this phase, a Motorola Advanced Services consultant will:
- 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 Customer's network using up to a total of 25 terminals located at the project site and (if necessary) one additional, local site. 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 trap 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 on-site training at the customer's location covering MSP features and ongoing Administration of the MSP solution in a full-day training session at the Commissioning site for customer-designated staff (up to a maximum of 20 individuals), covering:
- An overview of the MSP user interface, including basic instruction on the features available in each portal.
- An overview of Device Management groups and policies.
- 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.

4. **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 Advanced Services consultant, 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 consultant at the customer site.

4. **Access to Network Infrastructure and Mobile Terminals.** Customers 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 MSP Full 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 their 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 your Motorola account representative and Motorola Advanced Services project manager in advance of ordering the MSP Full 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 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.

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## Customer Responsibilities *(continued)*

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


## Limitations and Restrictions

1. The MSP Full Server Commissioning service covers only Motorola MSP software versions and their 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, and 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 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. 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.

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. Motorola will not restage any terminals as part of this service.

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. 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 ports) 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.

## Limitations and Restrictions *(continued)*

10. This service does not cover evaluation, troubleshooting or correction of Customer's WLAN infrastructure or coverage deficiencies.

11. Motorola will only pilot test up to 25 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.

12. 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 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 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.

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