

TEAM Standard Commissioning Plus Assessment

Part Numbers: COM-TEAM-STDWNAT, COM-TEAM-STDWNA

The TEAM Standard Commissioning Plus Assessment service provides for the installation and functional commissioning of the TEAM solution, including the Wireless Services Manager (WSM) and Network Services Manager (NSM) servers. This service also includes:

- Integration, testing and optimization of the TEAM system with the customer's network at the installed site.
- A Wireless Local Area Network (WLAN) RF Coverage Assessment to evaluate site readiness for voice to support the TEAM implementation and, if necessary, define TEAM use constraints.
- Staging and testing of up to 10 TEAM business smartphones on an existing customer Wireless Local Area Network (WLAN).
- Up to one (1) half-day of end-user training for customer's designated staff.

Motorola Responsibilities

1. **Pre-Commissioning Checklist.** Prior to coming on site, a Motorola Advanced Services project manager and/or Advanced Services consultant will review a pre-commissioning checklist with the customer that covers pre-visit information and site preparation details needed for successful commissioning. This checklist includes any information or documentation necessary to fully define the on-site work requirements during the Commissioning engagement.
2. **Motorola Advanced Services Project Manager and Consultant.** Motorola will assign a Project Manager and an Advanced Services consultant to deliver the TEAM Standard Commissioning Plus Assessment service at the customer's designated site for up to five (5) days. The Project Manager will be responsible for the overall engagement. Once on site, the Motorola Advanced Services consultant will:
 - a. Use Motorola's wireless network assessment tools to perform an RF Site Survey of the existing WLAN coverage. Motorola will provide suggestions based on the RF coverage and will identify any constraints on the TEAM server and TEAM business smartphone use at the site.
 - b. Install the WSM software on one (1) production-ready server designated by the customer or Motorola-provided appliance.
 - c. Install the NSM software on one (1) production-ready server designated to the customer or Motorola-provided appliance.
 - d. Configure the WSM/NSM servers to communicate with the TEAM business smartphones over the customer's network at the same site where the servers are installed.
 - e. Prepare and test a standard device deployment process to stage new TEAM business smartphones onto the customer's network.
 - f. Stage up to 10 TEAM business smartphones.
 - g. Deliver documentation that outlines the TEAM configuration and device deployment processes that were created.
3. **Readiness Assessment.** Motorola will conduct a Wireless VoIP network readiness assessment in conjunction with the TEAM Commissioning service. This includes both pre-commissioning and on-site activities to assess the existing network and offer recommendations for remediation. Motorola will:
 - a. Process facility diagrams and setup the existing WLAN network in a WLAN tool.
 - b. Create an RF model and coverage prediction of the existing WLAN layout and configuration.
 - c. Provide an on-site survey and characterization of the existing WLAN Coverage.
 - d. Optimize the RF model and create heat maps of existing WLAN performance using the data gathered during the site survey.
 - e. Create an assessment report, which includes recommendations for remediation and improvements.



Motorola Responsibilities (*continued*)

NOTE: the scope of the readiness assessment includes facilities up to 500k square feet. Larger facilities will require custom Advanced Service quotations.

4. **End-User Training.** Motorola will provide up to one (1) half-day of end-user training for select customer team members who will serve as first-line support after the completion of the TEAM Commissioning project, covering:
 - a. An overview of the WSM/NSM user interfaces (including basic instruction on the features available in each portal), device management policies and device management groups.
 - b. TEAM business smartphone and server administration general instruction, including user interface and menu structure.

Customer Responsibilities

1. **Project Manager.** Customer must appoint a Project Manager, who will serve as the point of contact for the Motorola Advanced Services Project Manager for the duration of this engagement.
2. **Contacts.** Customer must provide reasonable access to necessary staff resources and subject matter experts, as requested by Motorola, to answer technical questions related to the TEAM Commissioning project, or perform technical functions associated with customer-owned equipment. Customer's partners, consultants or any third parties involved in the TEAM Commissioning project shall likewise provide access to their resources, and shall not restrict access by Motorola to customer resources.
3. **Reasonable Access to Information.** Customer must provide Motorola with reasonable access to any information necessary to facilitate TEAM Commissioning. Such requests may include but are not limited to temporary network access, passwords and authorization to examine wireless network traffic.
4. **Site Access.** Customer must provide any escort, security personnel or labor resources necessary to enable the Motorola Advanced Services consultant to access required work areas on site. These personnel must be available on call during the entirety of the project. Customer is responsible for any cost associated with use of these resources.
5. **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.
6. **Facility Diagrams.** Customer must provide detailed facility diagrams, including interior structure and materials, of the TEAM installation site. Customer must provide such diagrams in AutoCAD (.dwg) format prior to Motorola's arrival on site. Details of the necessary data will be defined as part of the pre-visit requirements review.
7. **WLAN Infrastructure.** Customer must have an operational WLAN infrastructure in place at the TEAM installation site, and all necessary infrastructure equipment associated with the TEAM server and TEAM business smartphone use must be installed and configured prior to the Motorola Advanced Services consultant coming on site. In addition, customer must ensure the WLAN infrastructure is capable of, and configured for, supporting voice-enabled mobile devices and applications. **NOTE:** custom Advanced Services are available from Motorola for WLAN design and assessment, if required.
8. **Access to Network Infrastructure and TEAM Business Smartphones.** Customer must provide reasonable access to network equipment rooms, server equipment, wireless infrastructure (such as wireless switches and access points) and TEAM business smartphones for the purpose of configuring, installing, testing and troubleshooting the TEAM solution.
9. **Server Hardware.** With the exception of Motorola provided WSM/NSM provided appliance options, the server equipment, including any host applications, on which the TEAM solution will operate is supplied by the customer at its expense. The WSM/NSM servers must be fully compliant with Motorola's requirements for the TEAM solution, and must be fully configured and ready for TEAM software installation prior to the Motorola Advanced Services consultant coming on site.

**Customer Responsibilities (continued)**

10. **Business Smartphone Staging.** Bringing new TEAM business smartphones into use on a network is a streamlined process with the TEAM solution. However, each business smartphone will require individual handling during staging. Customer should prepare for this process in its operations, and plan for business smartphones and staff to be available as required by the Motorola Advanced Services consultant to support business smartphones staging.
11. **Access to Telephone and Internet.** Customer must 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 TEAM Commissioning project should it be necessary to expedite troubleshooting of unexpected problems.
12. **Training Facilities.** Customer must make the following tools and facilities available in order for Motorola to provide TEAM 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 WSM/NSM servers and managed sites, so that users may access the live production network during training
 - d. Sufficient TEAM business smartphones as needed to support the training
 - e. Projector with standard Windows PC interface for use by the trainer
 - f. Supply of business smartphones as needed during training, along with charging cradles and or supply of charged spare batteries
 - g. Trainer access to printer or copy center to produce hard copy material, as needed

Limitations and Restrictions

1. Customer must order one (1) unit of Motorola's Advanced Services part number COM-TEAM-STDWNAT for each individual server being commissioned. Travel and subsistence costs are included (service part number COM-TEAM-STDWNA is used if travel and subsistence costs are to be billed separately).
2. Motorola does not supply or configure the WSM/NSM server software/hardware, wireless infrastructure equipment and TEAM business smartphones as part of this service; customer must provide server production-ready with OS and prerequisite software installed.
3. Customer must have valid licenses for the TEAM server and business smartphone software at the time of the TEAM Commissioning engagement.
4. This service does not include configuration of the customer's IP-PBX system. Where PBX integration is supported by the purchased TEAM version, customer must independently arrange for PBX installation and configuration. Motorola will advise on settings and configuration; however, Motorola will not physically make the settings changes to the IP-PBX.
5. When servers are provided by the customer, the Motorola Advanced Services consultant is not responsible for preparing or configuring the customer's WSM or NSM server equipment for TEAM Commissioning or for troubleshooting problems with this equipment and its resident software. In this instance, customer must also provide server production-ready with OS and prerequisite software installed. Problems encountered during the TEAM Commissioning process related to these products shall be the customer's responsibility to correct through their own independent support arrangements. Any additional expense incurred by Motorola as a result of this situation is not covered by this service. Motorola reserves the right to invoice the customer for any such additional expenses.
6. Motorola's WLAN assessment software tool requires facility diagrams in AutoCAD (.dwg) CAD file format. Site information provided in other graphics file or CAD formats (such as PDF, JPG, or Visio) or hard copy may delay completion of the TEAM Commissioning project. Customer is responsible for such delay and Motorola reserves the right to invoice the customer for any additional expenses as a result.

Limitations and Restrictions (*continued*)

7. All Motorola on-site activities for this project will take place at the customer's site where the TEAM business smartphones are to be deployed and used.
8. This service is not a WLAN RF Design Site Survey, but rather an evaluation of existing WLAN conditions and the ability to support TEAM functions. The WLAN assessment does not guarantee adequate access point coverage, voice performance or Quality of Service. The service assumes an existing WLAN infrastructure as intended for use with the TEAM system. Motorola's Advanced Services consultant will not install, reconfigure, or move any WLAN infrastructure equipment as part of this service.
9. This service includes an assessment of the existing WLAN infrastructure; custom Motorola Advanced Services are also available for additional WLAN design, if required.
10. This service does not cover any third-party applications or customer-developed applications.
11. Motorola will stage a limit of 10 TEAM business smartphones. Any additional business smartphones will be independently deployed by customer resources; however, additional business smartphone staging is out of the scope of this service. If so desired, customer should make separate advance arrangements for an additional service quote with its Motorola Enterprise Mobility Services Account Manager and Advanced Services Project Manager.
12. The TEAM training is intended as a "train-the-trainer" session for the team leads overseeing core TEAM user staff. Its purpose is to acquaint these individuals with the basic functionality of TEAM. It is not a substitute for in-depth, classroom technical training on the WSM/NSM servers, WSM/NSM software, or associated WLAN and mobile business smartphone technologies. This on-site familiarization may not eliminate the need for further training at customer expense.
13. This service must be scheduled with Motorola at least two (2) weeks in advance of the desired on-site date.

Availability

Motorola's TEAM Standard Commissioning Plus Assessment service is currently available in the U.S. and Canada. For further details, please contact an Enterprise Mobility Services representative by visiting:

www.motorola.com/enterprise/contactus.