

## TEAM Standard Commissioning

Part Numbers: COM-TEAM-STDT, COM-TEAM-STD

The TEAM Standard Commissioning 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.
- 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 service at the customer's designated site for up to four (4) days. The Project Manager will be responsible for the overall engagement. Once on site, the Motorola Advanced Services consultant will:
  - a. Install the WSM software on one (1) production-ready server designated by the customer or Motorola-provided appliance.
  - b. Install the NSM software on one (1) production-ready server designated to the customer or Motorola-provided appliance.
  - c. 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.
  - d. Prepare and test a standard device deployment process to stage new TEAM business smartphones onto the customer's network.
  - e. Stage up to 10 TEAM business smartphones.
  - f. Deliver documentation that outlines the TEAM configuration and device deployment processes that were created.
3. **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 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.



## Customer Responsibilities (*continued*)

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. **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.
7. **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.
8. **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.
9. **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 the business smartphone staging process.
10. **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.
11. **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 can 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-STDT for each individual server being commissioned. Travel and subsistence costs are included (service part number COM-TEAM-STD 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 its 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. 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.
7. This service does not provide for any RF assessment or site survey of the customer's WLAN. Neither WLAN coverage nor performance is optimized for TEAM operation as part of this service. Motorola's Advanced Services consultant will not install, reconfigure or move any WLAN infrastructure equipment as part of this service. Neither voice coverage nor Quality of Service is guaranteed by this service.
8. This service does not cover any third-party applications or customer-developed applications.
9. 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 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.
10. 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.
11. 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 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](http://www.motorola.com/enterprise/contactus).