



**Avalanche  
Custom Onsite Training**

**Version 1.0  
July 2, 2008**

## Revision History

Date	Version	Description	Author
July 1, 2008	1.0	Revision Begin	

## 1 Overview

Customer has engaged Wavelink to perform wireless network consulting services focusing specifically on training customer for installation and use of Wavelink Avalanche in Client 's environment. The engagement will provide onsite training services, at customer's location, for the Avalanche software application. Wavelink certified personnel will provide training on basic installation and configuration of Avalanche software in the Client environment, allowing Customer to engage specific discussion regarding their unique environment.

## 2 Scope

A Wavelink certified consultant will spend three (3) days onsite in Client environment training customer on the installation and use of Avalanche. Consultant will demonstrate the installation, configuration, and operational use of Avalanche on Consultant provided equipment, and Client equipment if provided. Consultant will train up to 10 Client resources, which can be a mix of handheld administrators, help-desk managers, etc. Client resources will be given opportunities to ask Consultant about all aspects of Avalanche installation, configuration, and operation, as it pertains to use in Client's environment.

A list of topics that can be covered during this training engagement is included in Exhibit A. At the beginning of the training, a specific topic list, with a daily schedule, will be prepared by the Consultant. Once started, all training will be contiguous. Client resources need not attend all topics. However, Client is responsible to ensure resources are available for training during time agreed upon at start of training.

The following tasks will be included in the project:

- Definition and set up of training platforms, and training area(s)
- Discuss Client objectives and challenges in deployment of Avalanche
- Map Client objectives and challenges to specific training topics and regimen
- Tailor training topics to Client environment
- Demonstrate installation of the current version of Wavelink Avalanche
- Train on selected topics with emphasis on use in Client environment
- Review and answer Client questions on Avalanche installation, configuration, and operation in Client environment using previously installed version of Avalanche

Demonstration versions of Wavelink software will be provided as part of this service. However, the scope of this project does not include the cost and delivery of any production Wavelink software, client licenses, application servers or mobile data collection devices. Also, this training does not include installation or configuration of Wavelink's products into "Production" wireless environment(s). (That is, installation into environments that could directly impact the Client's production operations.)

## 3 Deliverables

No documentation is required for this project.

## 4 Assumptions

- Customer will provide room(s), a projector, and table, seats, etc, for all students for all training days
- Customer will provide their own servers, laptops, handheld devices, etc., for any systems they want to load software on. This should include at least one lab server for Avalanche server, one other laptop or server for Avalanche console, and (optionally), one other server / laptop for testing agent deployment. These systems should be installed, and ready in advance of beginning the training. (Note, if not provided, Consultant will provide training using Consultant provided

laptop(s), handhelds, etc. However, Consultant will NOT provide additional equipment for other student's use.)

- Customer will provide, in advance, a list of all systems and handheld devices they want to load software on. (This will ensure Consultants are prepared, and bring software with them.)
- Customer will provide a point of contact for the duration of the project
- Administrative rights will be provided to the onsite Wavelink certified consultant on all servers included in the training. Customer will provide servers, access, administrative login, and handheld devices for any systems on which they expect software to be loaded.
- Customer will provide advance notification of any site-specific requirements such as medical inoculations, medical tests, and safety training.
- Restricted areas will need to be scheduled by the customer. Delays that prevent Consultant from accessing required areas during the predefined time may result in additional time and cost required to complete the training.
- Work will be performed during normal business hours
- Price and delivery quoted herein are valid for a period of 30 days from the date of this quotation
- Travel, lodging and other normal and customary expenses that are not included in the project cost will be billed as incurred.
- Any and all additional work or uncontrollable circumstances, including denied access to building areas, will be billed on a time and materials basis at Wavelink standard rates

NOTE: Any items not listed here are considered out of scope for this project; the addition of out of scope items to the Project Scope will not be made without prior approval and authorization from Client and will be handled through Change Requests or as separate SOWs.

## 5 Summary and Cost

The overall goal of the complete engagement will be to provide customized training on Avalanche installation, configuration, and operation in Client's unique operating environment.

### 5.1 Project Timeline (Typical)

Day 1	<ul style="list-style-type: none"> <li>• Review Client objectives and challenges in Avalanche deployment</li> <li>• Review perspective of Client resources that will be trained, (Handheld administrators, Help-desk administrators, Network managers, etc)</li> <li>• Review systems and platforms on which Avalanche will be installed for training</li> <li>• Define which topics will be covered, and on what days. Create daily topic schedule.</li> <li>• Demonstrate installation of Avalanche, begin training topics</li> </ul>
Day 2	<ul style="list-style-type: none"> <li>• Train topics per schedule</li> <li>• Answer Client's questions specific to unique environment</li> </ul>
Day 3	<ul style="list-style-type: none"> <li>• Train topics per schedule</li> <li>• Clean up training environment, remove software if necessary</li> <li>• Wrap-up</li> </ul>

### 5.2 Project Timing

This project can typically be staffed within two to three weeks of customer acceptance.

### 5.3 Cost

The price provided below does not include travel expenses which will be billed as incurred. Travel and expenses will be billed at normal and customary rates. Estimates of travel and expense costs are available upon request. Travel expenses are based on a minimum of two weeks advanced notice prior to scheduling.

Description	Price	Quantity	UOM	Extended
Avalanche Custom Onsite Training	\$6,150	1	Each	\$6,150



## 5.4 Payment Terms

All invoices are due and payable within **30** days of receipt by Client .

## 6 Authorization

By signing this document, Client Name and Wavelink Corp. agree to the terms of the Statement of Work described herein.

### Client Name

Printed: \_\_\_\_\_

Signed: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

### Vendor Name

Printed: \_\_\_\_\_

Signed: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## 7 Exhibit A

List of topics that can be covered during training engagement. \* = Required topics.

### 1. Product Overview \*

Avalanche Hierarchy

### 2. Installation of Avalanche \*

Types of Licenses  
License Server  
Configure Licenses \*  
Unlicensed Devices

### 3. Avalanche Enablers \*

Install Windows Enabler  
(if no device present)

### 4. Selection Criteria \*

Building Selection Criteria  
Custom Properties  
Multiple Properties

### 5. Avalanche Management Console \*

Connecting to the Console  
Users Authentication to Console:

- Default User Accounts
- User Manager Interface
- Adding Users
- Changing Password
- User Permissions
- Integrated Login w/ LDAP/Active Directory

### 6. Server Profile

Configuring dServers: Infrastructure, Mobile Devices

### 7. VLACL (Very Large Access Control List)

Adding MAC Addresses  
Deleting MAC Addresses  
Import/Export MAC Address List

### 8. Regions & Sites \*

Adding Regions  
Nested Regions  
Adding Sites: New Site Wizard

### 9. Deployment of Tasks \*

Install Distributed Server(s) (dServers) \*

### 10. Mobile Device Groups

Dynamic Mobile Device Groups  
Static Mobile Device Groups  
Managing Mobile Device Groups

### 11. Mobile Device Inventory

Add Properties to Columns  
Add Custom Properties to Columns  
Mobile Device Properties

### 12. Network Profiles

Add Network Profiles  
Network Profile Epochs:

- Network Settings
- Wireless Settings
- Automatic WEP Key Rotation
- Clone Epochs

### 13. Scan to Configure

Create Barcode Profiles: Custom Properties  
Print Barcode Sheet

### 14. Infrastructure Profiles

Managing Infrastructure Profiles  
Adding Infrastructure Profiles  
Save Configuration

### 15. Software Profiles

Types of Software Profiles  
Adding Software Profiles  
Software Packages: Installing, Configuring

### 16. Mobile Alert Profiles

Create Contact List  
Alert Proxies  
Add Alert Profiles

### 17. Deployment of Tasks

Universal Deployment  
Uninstall a Distributed Server(s)  
Deployment Package Manager:

- Add Package
- dServer Package
- Firmware Package

### 18. Avalanche Reporting Plug-in

