



## **Client Name**

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**Avalanche**

**Remote Custom Training**

**Version 1.0**

**January 7, 2009**

## Revision History

Date	Version	Description	Author
01/07/09	1.0	Revision Begin	Don Osburn
01/20/09	1.1	Move to final	Don Osburn

## 1 Overview

Client Name (Client) has engaged Wavelink to perform wireless network consulting services focusing specifically on training customer for installation and use of Wavelink's Avalanche device management platform. The engagement will provide interactive remote training services, via an internet web meeting system, for the Avalanche software application(s). Wavelink certified personnel will provide training on basic installation and configuration of Avalanche software in the Client environment, allowing Client to engage specific discussion regarding their unique environment.

## 2 Scope

A Wavelink certified consultant will spend three (3) days providing real-time, interactive remote training, on the installation and use of Avalanche with Client, via an internet web meeting system. A maximum of two, 2<sup>1/2</sup> hour training sessions will be provided each day. Client can schedule appropriate time for training sessions each day, based on Client's requirements.<sup>1</sup> Training sessions will be recorded, and available for review after completion of training for up to two weeks.

Training sessions will be organized as follows:

- 4 Curriculum Based Sessions (Two Days)
- 2 Customized Sessions (One Day) - Specific to Client environment / devices (determined during first 2 days - limited to 2 sessions)

Consultant will demonstrate the installation, configuration, and operational use of Avalanche on Consultant provided equipment, and Client equipment if provided, and remote access is available. Client can have unlimited number of resources attend remote training. 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.

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:

- Demonstrate installation of the current version of Wavelink Avalanche application
- 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. .

## 3 Assumptions

- Client will provide their own servers, laptops, handheld devices, etc., for any systems they want to load software on.
- Client 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.)
- Client will provide remote internet access for training sessions. If Client wishes software to be loaded on their servers, etc., Client must allow remote administration access to Consultant to assist with loading and configuration.
- Client will provide a point of contact for the duration of the project

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<sup>1</sup> Maximum of two, 2<sup>1/2</sup> hour sessions per day, for three days maximum. (Total of 6 sessions total.)



- All training sessions 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

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.*

## 4 Summary and Cost

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

### 4.1 Project Timeline (Typical)

Day 1	<ul style="list-style-type: none"> <li>• Two, 2<sup>1/2</sup> hour, curriculum based internet training sessions</li> <li>• Training session time scheduled at Client’s convenience</li> </ul>
Day 2	<ul style="list-style-type: none"> <li>• Two, 2<sup>1/2</sup> hour, curriculum based internet training sessions</li> <li>• Training session time scheduled at Client’s convenience</li> </ul>
Day 3	<ul style="list-style-type: none"> <li>• Two, 2<sup>1/2</sup> hour, customized internet training sessions</li> <li>• Training session time scheduled at Client’s convenience</li> </ul>

### 4.2 Project Timing

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

### 4.3 Cost

There are no travel or expense fees for remote training.

Description	Price	Quantity	UOM	Extended
AMC Custom Remote (Internet) Training	\$4,100	1	Each	\$4,100

### 4.4 Payment Terms

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

## 5 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: \_\_\_\_\_