



**Avalanche
Avalanche Upgrade Services**

**Version 1.0
April 30, 2008**

Revision History

Date	Version	Description	Author
04/30/08	1.0	Revision	Don Osburn
05/16/08	2.0	Refine custom package expectations	Don Osburn

1 Overview

Client Name (Client) has engaged Wavelink to perform wireless network consulting services focusing specifically on upgrading to Wavelink Avalanche from an existing version of Avalanche, Mobile Manager Enterprise, or Avalanche. The engagement will provide installation services for the new Avalanche software application, and migration services for moving an existing Avalanche environment to the new Avalanche installation in the Client environment.

2 Scope

A Wavelink certified consultant will spend three (3) days onsite in Client environment installing Avalanche, and assisting with the migration to the new platform. Consultant will install Avalanche software on a network connected server(s) (eServer and dServer), supplied by the customer, that meets the minimum requirements of the Wavelink Avalanche application. Consultant will then inventory all existing Wavelink Packages, Profiles, and other management policies, and develop plan for migrating existing Wavelink management platform to new Avalanche installation. Once the plan has been approved by Client, Consultant will execute plan, in coordination with Client operational staff, to migrate all device management to the newly installed Avalanche platform.

Upon completion of engagement, and dependent upon size of installation and time allowed, Client will either be totally operational on new Avalanche platform, or be positioned to move all management under newly installed Avalanche platform, with an effective cutover plan that minimizes operational impact. At a minimum, all migrated software Packages, Profiles, etc, will be tested on up to two (2) handheld devices for the production environment. Upon Client approval of the operation of the test devices, the software packages will be made available for deployment to all remaining handheld devices.

Work will include initial setup of the new Avalanche software, inspection of the existing software on the client devices, and planning and execution to migrate from existing platform to newly installed Avalanche. The following tasks will be included in the project:

- Install the current version of Wavelink Avalanche
- Installation and activation of licensing
- Inventory existing Packages, Profiles, and Management Policies on current Wavelink platform, and backup existing Wavelink platform
- Develop migration plan for moving all management from existing platform to newly installed Avalanche
- Migration of Packages, Profiles, and other Management Policies from existing platform to new Avalanche servers*
- Configuration of Avalanche to support production environment including deployment of a minimum of one (1) remote dServers
- Enablement and deployment of Profiles, Packages, etc, to deployed dServer(s)
- Cutover and testing of a minimum of two (2) supported handheld devices to new Avalanche environment
- Plan and schedule for cutting over any remaining devices to new Avalanche environment as required by customer timing and length of engagement

* Migration of Packages during this engagement is limited to versions compatible with the newly installed Avalanche platform. Any version incompatibilities will be noted during inspection, and input will only be provided as part of the Migration Plan to migrate incompatible Packages. Custom Packages will be tested for compatibility but migration can not be guaranteed for custom Packages. Technical advice will be available however, this engagement is not responsible for migrating custom Packages that are not compatible with the new version of Avalanche. Client assumes all responsibility for modifying custom Packages to meet compliance with new Avalanche platform, prior to migrating custom Packages.

The scope of this project does not include the cost and delivery of the Wavelink software, client licenses, application servers or mobile data collection devices.

3 Deliverables

Enough documentation to detail plan for migrating, and cutting over all Client devices to newly installed Avalanche platform, which will minimize impact on Client operations and ensure success.

4 Assumptions

- Client has existing Wavelink management platform, (Avalanche, Avalanche MC, Mobile Manager Enterprise), defined and ready for migration
- Client will provide any documentation, etc., on existing Wavelink management platform in advance of engagement to ensure smooth and rapid migration planning
- Client is responsible for downloading, and reviewing, all relevant documentation pertaining to current version of Avalanche software application from <http://www.wavelink.com> prior to beginning this engagement
- Client will provide a point of contact for the duration of the project
- Client will make operational staff available to review migration plan(s), and will provide required authorizations prior to beginning any migrations of production devices, etc.
- Administrative rights will be provided to the onsite Wavelink certified consultant on all servers included in the project rollout. Client will provide servers, access, administrative login, and handheld devices for any systems on which they expect software to be loaded.
- Client 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 Wavelink from accessing required areas during the predefined time may result in additional time and cost required to complete the survey.
- Access to standard office equipment (phones, copiers, fax) and a storage area for equipment used during the project will be provided if Wavelink is onsite for multiple days.
- 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 implementation and migration services for a Wavelink Avalanche implementation.

5.1 Project Timeline (Typical)

Day 1	<ul style="list-style-type: none"> • Review customer environment, verify satisfaction of minimum requirements for installation platforms • Review customer device management policies on existing Wavelink management platform • Define any incompatibilities, (should they exist), between existing Wavelink management platform deployment, and new Avalanche installation • Layout basic migration plan to move from existing platform to new Avalanche installation • Perform backup(s) of existing Wavelink management platform • Install eServer, activate licensing, deploy dServer
Day 2	<ul style="list-style-type: none"> • Finalize migration plan, obtain required authorization(s) • Migrate basic handheld management policies to new Avalanche eServer <ul style="list-style-type: none"> ○ User Administration ○ Software Profiling ○ Network Profiling ○ dServer Profiling • Deploy management policies to dServer(s) • Re-configure initial handheld's enablers, connect to Avalanche • Begin testing of production devices under new Avalanche management platform
Day 3	<ul style="list-style-type: none"> • Continue testing of production devices under new Avalanche management platform • Continue cutting over production devices to new Avalanche management platform • Detail plan for deploying any additional dServer(s), Profiles, or Packages, (if required), and cutting over remaining production devices new Avalanche environment • Questions and answers • Wrap-up

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
AMC basic installation and configuration.	\$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: _____

Wavelink Corp.

Printed: _____

Signed: _____

Title: _____

Date: _____