AirLink Professional Services Detailed Descriptions[1]

AIRLINK DEVICE DEPLOYMENT – REMOTE DEPLOYMENT

Overview	The AirLink Device Deployment – Remote Deployment service provides a scalable deployment plan that creates a device configuration template then field-tests on a representative subset of devices (**up to 3**). Once validated, Sierra Wireless provides basic user operational training and documentation to enable the Customer or a Partner to complete the configuration and deployment of remaining devices. This offering is focused on smaller, less complex deployments and is managed remotely. **Maximum Deployment Size:** MG90, MP70: <100 RV50, ES/GX450, LX60: <1,000 Not available for Transit deployments or deployments of high complexity
Travel Costs	N/A
Estimated Duration	10 Days
What's Included	**Requirements Discovery and Network Design Consulting** • Network Component Integration • Firewall Requirements • Design Scoping • Wireless Infrastructure Requirements **Develop AirLink Configuration Template** • Bench Testing • Wi-Fi WAN Integration • CAD/AVL Integration • AirLink Vehicle Telemetry Integration (AMM, if licensed) **Configuration Validation** • Field test up to 3 AirLink devices • Validation period up to 1 week **Knowledge Transfer** • Walk-through of Configuration and Deployment of Additional Devices **Documentation** • Network Design Diagram • Configuration Plan

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[1] These services descriptions constitute a formal description of the services to be performed per the *Documents* section of the Sierra Wireless Professional Service *Work Order*. Please review these terms carefully.

What's Not Included	• Any on-site services • Physical equipment or hardware installations • Configuration of non-Sierra Wireless equipment such as laptops, firewalls, VPN concentrators or routers outside of providing guidance for proper integration and interoperability with the AirLink devices • Configuration of gateways beyond the field test (up to 3) devices. • Custom development using the AirLink Application Framework (AAF) • Any addition work related to changes in design, applications or systems beyond the Network Design phase. • Configuration of the management system
Constraints	• Remote access via AM, AMM or AirLink Management Service (ALMS) is required • For vehicle installations, the vehicles in the pilot should be representative of the vehicle types in the greater fleet deployment to ensure that all telematics and installation specifications will be the same as those discovered during the AirLink Device Deployment process.
Prerequisites	• Customer/Partner provides a primary point of contact for the device deployment project. • Customer/Partner provides a technical resource to assist with AirLink device setup and integration testing. • All customer applications and systems the customer desires to integrate with the AirLink devices are available for testing and operation in their final configurations in a test bench setting. • Customer's enterprise network has been outfitted/upgraded/integrated with any/all required networking resources such as Wi-Fi Infrastructure, Telecom APN, VPN servers, Firewalls, etc. • Customer/Partner has acquired the appropriate mobile SIMs. The mobile SIMs are activated and appropriately provisioned for the required data service(s). • Completion of the *Device Deployment Information Form* • Review of the *Device Deployment Network Diagram* • 50% deposit is required for all Professional Services engagements prior to project kick-off

AIRLINK DEVICE DEPLOYMENT – ON-SITE DEPLOYMENT

Overview	The AirLink Device Deployment service provides a scalable deployment plan that creates a device configuration template then field-tests on a representative subset of devices (up to 10). Once validated, Sierra Wireless provides training and documentation to enable the customer or a partner to complete the configuration and deployment of remaining devices. This offering is for mid-sized to large deployments with moderate configuration complexity. Sierra Wireless Professional Services personnel will be on-site for the deployment.
	
	Maximum Deployment Size
	  MG90, MP70: <1,000
	  RV50, ES/GX450, LX60: <5,000
	
	Not available for Transit Deployments. Transit Customers should request a custom quotation.

Travel Costs[i]	Included, maximum 2 trips
Estimated Duration	30 – 60 Days
What's Included	**Project Management** • Planning, Communication and Resource Coordination • Milestone, Task, Risk and Issue Tracking **Requirements Discovery and Network Design Consulting** • Network Component Integration • Firewall Requirements • Design Scoping • Wireless Infrastructure Requirements **Develop AirLink Configuration Template** • Comprehensive Bench Testing • Wi-Fi WAN Integration • CAD/AVL Integration • AirLink Vehicle Telemetry Integration (AMM, if licensed) • GPIO **Configuration Validation** • Field test up to 10 AirLink devices • Validation period up to 2 weeks **Training** • AirLink Device Configuration and Solution Overview • Configuration and Deployment of Additional Devices **Documentation** • Network Design Diagram • AirLink Device Configuration Plan

What's Not Included	• Physical equipment or hardware installations • Configuration of non-Sierra Wireless equipment such as laptops, firewalls, VPN concentrators or routers outside of providing guidance for proper integration and interoperability with the AirLink devices • Configuration of additional AirLink devices beyond the representative subset • Custom development using the AirLink Application Framework (AAF) • Any addition work related to changes in design, applications or systems beyond the Network Design phase • Configuration of the management system
Constraints	• Remote access via AM, AMM or ALMS is required • For vehicle installations, the vehicles in the pilot should be representative of the vehicle types in the greater fleet deployment to ensure that all telematics and installation specifications will be the same as those discovered during the AirLink Device Deployment process.
Prerequisites	• All customer applications and systems the customer desires to integrate with the AirLink devices are available for testing and operation in their final configurations in a test bench setting. • Work location(s) identified for configuration and integration and testing activities. • Customer's enterprise network has been outfitted/upgraded/ integrated with any/all required networking resources such as Wi-Fi Infrastructure, telecom APN, VPN servers, firewalls, etc. • Customer/Partner/Integrator has acquired the appropriate mobile SIMs. The mobile SIMs are activated and appropriately provisioned for the required data service(s). • Completion of the *Device Deployment Information Form* • Review of the *Device Deployment Network Diagram* • 50% deposit is required for all Professional Services engagements prior to project kick-off