

# SERVICE DESCRIPTION

## DEVICE DEPLOYMENT

The following service is provided subject to Honeywell Productivity Solutions and Services' ("PSS", formerly known as "Honeywell Safety and Productivity Solutions" or "HS&PS") current service contract terms and conditions available at <http://www.honeywellaidc.com/working-with-us/agreements> or customer's applicable separate signed agreement with PSS.

**The Deployment Managed service offering is a tiered service that ensures devices are set up and ready to use as soon as they arrive to the customer location.**

### Service Overview

#### Bronze Service Level

Bronze Level includes the following:

- Kitting Service – A kit is defined as one or more items such as a configured device or an accessory and uses standard Kit Packaging.
- Device Provisioning – Customer and PSS will collaborate to create a golden image. The agreed upon image will be tested and approved by the customer. Once approved, the image will be loaded onto each device.
- Device Documentation – Documentation that is provided to Honeywell that must be included with the device and accessories.

#### Gold Service Level

Gold Level includes the following:

- Bronze Level Service – All services provided in Bronze Level Service required by customer.
- Device Configuration – Service allows PSS to update any internal setting on the hardware and load updated firmware or operating system updates to the hardware.
- Hardware Modifications – Service includes placement of asset tags, installation of screen protectors or protective bumpers or cases.
- Device Paring – Bluetooth paring and testing of device with accessories or other hardware devices.

#### Platinum Service Level

Platinum Level includes the following:

- Bronze and Gold Level Service – All services provided in Bronze or Gold Level Service required by customer.
- Device Activation – Activation of a WWAN device on a cellular provider's data and voice network.
- MDM Enrollment – Enroll and set-up in customer's mobile device manager.
- Customize Solutions – Agreed upon customized services. Services must be collaborated and agreed to by PSS and customer in writing.

#### General

- PSS and customer will agree on statement of work (SOW) for the deployment.
- The service level and price will be determined by requirements outlined in the SOW.
- Deployment is contingent on, including but not limited to, availability of devices, on-time delivery by vendor, configuration timing, and size of deployment.

- PSS will provide necessary labor, supervision, maintenance, consultation, materials, tools and equipment to perform the services and provide the deliverables described in the SOW.
- Based on scope, PSS may provide a Project Manager to serve as the primary point of contact for customer and to coordinate all activities of the engagement.
- Project Manager may require a 2-week planning window prior to implementation to finalize requirements and create a rollout timeline.
- Project Manager may provide a weekly status report to customer. Included in each status report will be issues that could result in additional schedule and cost changes; be deferred to subsequent project phases; result in changes in functionality; and result in other unplanned changes.
- After deployment, Level 1 telephone support is available from one of our support technicians for troubleshooting assistance of hardware, software and installation issues. PSS will use commercially reasonable efforts to keep telephone support for this service available during local business hours 5 days/week, 8 hours/day – excluding public and local holidays;

## Service Exclusions

Without limitation, this service does **not** include:

- Device tampering such as “jail breaking”, “rooting”, unlocking or any other such activities intended to circumvent either carrier or OEM restrictions placed of the devices.

## Service Limitations

- Deployment execution requires a minimum of 50 units.
- Project Managers are available for deployments of 500 units or more.

## Supported Products

Currently shipping PSS-branded hardware products as defined for eligibility in the current PSS Product Price Guide. Not all levels of service or turnaround times are available for all products.

## Country Coverage

Not all levels of service are available in all countries. For availability and specific options available within your country, please contact your local authorized PSS Sales or Services representative.

## Customer Responsibilities

To enable PSS to carry out its support obligations, the customer without limitation should:

- Customer will provide PSS access as scheduled to internal experts for critical information.
- Customer is responsible for purchasing all required Applications and/or Devices. Customer will provide proof of software license information as requested in writing by PSS. Alternatively, Customer may purchase Applications and/or Devices from PSS.
- Customer will name a Project Manager to serve as the primary point of contact for PSS and to coordinate all activities of the engagement.
- Customer will provide a list of names and contact information to be used by PSS and the order of escalation.
- Customer will sign-off on go-live readiness.
- Customer will provide existing inventory information if required.

## Additional Information

- This service may require an implementation fee. Implementation pricing includes up to 20 hours of Project Management and Technical Consultant time. Additional effort will be billed at a rate of \$150 per hour.
- Implementation efforts commenced prior to the execution of this SOW will be applied against the Project Management and Technical Consulting time allocation summarized above.

Honeywell Productivity Solutions and Services

9680 Old Bailes Road

Fort Mill, SC 29707

800-582-4263

Deployment Service Description | Rev A | 1/21  
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