



# AirLink<sup>®</sup> Professional Services

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## Document History

Version	Date	Updates
001	December 16, 2016	Creation
002	January 10, 2017	Edited with feedback from the Professional Services team.
003	February 16, 2017	Updated with new SKUs
004	May 3, 2017	Added Training Offering content.
005	June 14, 2017	Minor clarification on AM/AMM installations.
006	July 18, 2017	Addition of two new service offerings.
007	Sept. 6, 2017	Addition of new service offerings and minor edits to existing descriptions.
008	May 22, 2018	Removal of old offerings; addition of new offerings; updates to descriptions

Consult our website for up-to-date product descriptions, documentation, application notes, firmware upgrades, troubleshooting tips and press releases: [www.sierrawireless.com](http://www.sierrawireless.com)



# AirLink Professional Services

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# Welcome to AirLink® Professional Services!

Sierra Wireless offers a range of intelligent routers, gateways and management solutions that allow organizations to keep mission critical workers and assets connected to the enterprise. Our networking solutions provide persistent connectivity, location-based services and remote monitoring, to improve productivity and customer service.

## WHY USE SIERRA WIRELESS PROFESSIONAL SERVICES?

Today's vehicle, industrial and enterprise networking deployments are increasingly complex. With larger numbers of network-aware devices, assets and mission critical applications, the challenges involved in connecting these technologies are increasing exponentially.

Our Professional Services team has experience and expertise in a broad range of IT networking systems—both fixed and mobile—and in integrating network connectivity, applications and devices to provide high performance, end-to-end communications solutions in public safety, transit, field services, utilities and enterprise.

With years of experience, Sierra Wireless Professional Services can ensure that your organization gets maximum value from your investment in Sierra Wireless hardware and software. Whether its support in infrastructure design, device configuration, or end user training, we can help your organization to get the maximum ROI from your investment.

Our consulting services are available in a range of options designed to fit your specific requirements, regardless of the type of organization, size or the complexity of your solution. Our technical experts are dedicated to your success and will ensure that your Sierra Wireless products are optimally configured and deployed to meet your connectivity, security and productivity requirements.

Our dedicated team of experts reduce deployment risk. We'll collaborate with your business to develop an implementation schedule that works for you and will support you and your users through every phase of the project lifecycle.

To discuss your engagement, contact your Sierra Wireless Partner or your Sierra Wireless Regional Sales Manager or [download](#) more information from the [Sierra Wireless web site](#).

## ABOUT OUR PRODUCTS

AirLink Professional Services focuses on helping you to maximize the value from your investment through the configuration, deployment and management of the AirLink intelligent routers, gateways and the management solutions they interact with. Throughout this document, we will refer to a number of products that AirLink Professional Services can assist you with:

**AirLink Cellular Routers and Gateways:** AirLink gateways connect your remote organizational assets – people, locations and infrastructure – securely to the enterprise network. They are engineered to be deployed out-of-the-box without additional programming and have the intelligence to stay connected. Relied upon every day in remote outdoor locations, in-vehicle applications, and retail chains, AirLink solutions securely connect workforces, equipment, and services. More information is available on the [Sierra Wireless web site](#).

**AirLink Manager (AM):** Designed for applications where cloud-based management is not an option, the AM is a leading-edge, end-to-end on-premises network management solution focused on fixed assets. AM enables simplified, remote and real-time mass configuration, control and troubleshooting of AirLink routers and gateways, connected infrastructure and mission critical applications.



**AirLink Mobility Manager (AMM):** AMM is a leading-edge, end-to-end network management solution for mobile assets that enables simplified, remote and real-time mass configuration, control and troubleshooting of all AirLink routers and gateways, connected mobile assets and mission critical applications. Full details are [available online](#).

**AirLink Connection Manager (ACM):** ACM is a mobile-optimized VPN server that securely extends the enterprise network to the vehicle. Designed to work with AirLink gateways and routers, the ACM consolidates security onto a single platform for all connected devices and applications in the vehicle area network. Full details are [available online](#).



# AirLink Professional Services – Offering Overview

## AIRLINK DEVICE DEPLOYMENT – REMOTE DEPLOYMENT

The AirLink Device Deployment – Remote Deployment service leverages our significant integration and implementation experience to provide a scalable and proven device deployment strategy for smaller, less complex device deployments. This service includes network integration, configuration template development and validation. The template configuration is then field-tested on a representative subset of up to three (3) AirLink devices. Once the final configuration template is validated, AirLink Professional Services will provide basic end user operational training and documentation to enable the Customer or a Partner to complete the configuration and deployment of additional AirLink devices using one of the Sierra Wireless management systems. This offering is focused on smaller, less complex deployments and is managed remotely (no travel included).

## AIRLINK DEVICE DEPLOYMENT – ON-SITE DEPLOYMENT

The AirLink Device Deployment – On-Site service leverages our significant integration and implementation experience to provide a scalable and proven device deployment strategy for any fleet size. This service includes project management, network integration and application scoping, configuration template development and validation. The template configuration is then field-tested on a representative subset of up to 10 AirLink devices. Once the final configuration template is validated, AirLink Professional Services will provide training and documentation to enable the Customer or a Partner to complete the configuration and deployment of additional AirLink devices using one of the Sierra Wireless management systems. 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.

## AM/AMM IMPLEMENTATION – SINGLE INSTANCE, REMOTE DEPLOYMENT

Sierra Wireless' AM/AMM Implementation service provides for remote configuration of the AM or AMM and integration into the enterprise network. This service includes Project Management, network integration scoping, virtual machine provisioning assistance, AM/AMM configuration, report and threshold configuration and operational management training. This offering does not include any travel costs, and all installation, configuration and training is done remotely. Remote access to the AM/AMM is required.

## AM/AMM IMPLEMENTATION – SINGLE INSTANCE, ON-SITE DEPLOYMENT

Sierra Wireless' AM/AMM Implementation service provides for configuration of the AM or AMM and integration into the enterprise network. This service includes Project Management, network integration scoping, virtual machine provisioning assistance (if AM or AMM is installed in a VM environment), AM or AMM configuration, report and threshold configuration and operational management training. Sierra Wireless Professional Services personnel will be on-site for the deployment.



## AM/AMM IMPLEMENTATION – UP TO 3 INSTANCES, ON-SITE DEPLOYMENT

Sierra Wireless' AM/AMM Implementation service provides for configuration of the AM or AMM for up to three (3) instances of the server and integration into the enterprise network. This could be up to three primary instance or installed in a primary/backup configuration for failover based on the Customer's requirements. This service includes Project Management, network integration scoping, virtual machine provisioning assistance (if AM or AMM is installed in a VM environment), AM or AMM configuration, report and threshold configuration and operational management training. Sierra Wireless Professional Services personnel will be on-site for the deployment.

## ACM IMPLEMENTATION – SINGLE INSTANCE, REMOTE DEPLOYMENT

Sierra Wireless' ACM Implementation service provides for integration of the ACM into the enterprise network in a single instance configuration. This service includes Project Management, network design, mobile supernet scoping, virtual machine provisioning assistance (if ACM is installed in a VM environment), ACM configuration, IPsec VPN design and peer configuration and operational management training. This offering does not include any travel costs, and all installation, configuration and training is done remotely. Remote access to the ACM is required.

## ACM IMPLEMENTATION – TWO INSTANCES, ON-SITE DEPLOYMENT

Sierra Wireless' ACM Implementation service provides for integration of the AirLink Connection Manager into the enterprise network in a primary/backup configuration. This service includes Project Management, network design, mobile supernet scoping, virtual machine provisioning assistance (if ACM is installed in a VM environment), ACM configuration, IPsec VPN design and peer configuration and operational management training. Sierra Wireless Professional Services personnel will be on-site for the deployment.

## CUSTOM SOFTWARE DEVELOPMENT

AirLink gateways and routers are highly capable computing devices that can be leveraged to perform many different computing tasks. The ALEOS Application Framework (AAF) provides a complete set of building blocks and tools for creating applications that run inside Sierra Wireless AirLink devices. For customers that need support in developing new AAF applications, the Sierra Wireless Professional Services team can provide development support for custom embedded software on AirLink products.

## CUSTOM DEPLOYMENT SERVICES

Not all deployments will align with our standard offerings. For Customers with large or complex deployments, or those that want services beyond those defined in the standard offerings a custom deployment is a better option. Contact us to design a custom professional Services engagement that can incorporate some or all of the services described in this document.





## PROFESSIONAL SERVICES DAILY RATE TRAVEL INCLUDED MIN 2 DAYS

For customers that require short-term on-site support from the Sierra Wireless Professional Services team, the daily rate offering can be used to provide ad-hoc resources for any activity from device configuration to system audits or configuration changes to ACM or AMM. For these engagements, the Sierra Wireless resources will come on-site, based on a previously-agreed scope of effort. Travel costs are included, and there is a minimum engagement duration of two days.

## PROFESSIONAL SERVICES HOURLY RATE (REMOTE SERVICES)

Some Customer requirements can be addressed remotely via teleconferencing sessions. For these types of engagements, Sierra Wireless resources will assist based on a previously-agreed scope of effort. All engagements are billed hourly, and the Sierra Wireless resource will identify if the engagement is at risk of exceeding the agreed upon estimates.





# AirLink Professional Services Detailed Descriptions<sup>1</sup>

## AIRLINK DEVICE DEPLOYMENT – REMOTE DEPLOYMENT

<b>Overview</b>	<p>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 (<b>up to 3</b>). 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.</p> <p><b>Maximum Deployment Size:</b></p> <p>MG90, MP70: &lt;100</p> <p>RV50, ES/GX450, LX60: &lt;1,000</p> <p>Not available for Transit deployments or deployments of high complexity</p>
<b>Travel Costs</b>	N/A
<b>Estimated Duration</b>	10 Days
<b>What's Included</b>	<p><b>Requirements Discovery and Network Design Consulting</b></p> <ul style="list-style-type: none"> <li>• Network Component Integration</li> <li>• Firewall Requirements</li> <li>• Design Scoping</li> <li>• Wireless Infrastructure Requirements</li> </ul> <p><b>Develop AirLink Configuration Template</b></p> <ul style="list-style-type: none"> <li>• Bench Testing</li> <li>• Wi-Fi WAN Integration</li> <li>• CAD/AVL Integration</li> <li>• AirLink Vehicle Telemetry Integration (AMM, if licensed)</li> </ul> <p><b>Configuration Validation</b></p> <ul style="list-style-type: none"> <li>• Field test up to 3 AirLink devices</li> <li>• Validation period up to 1 week</li> </ul> <p><b>Knowledge Transfer</b></p> <ul style="list-style-type: none"> <li>• Walk-through of Configuration and Deployment of Additional Devices</li> </ul> <p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• Network Design Diagram</li> <li>• Configuration Plan</li> </ul>

<sup>1</sup> 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.



<p><b>What's Not Included</b></p>	<ul style="list-style-type: none"> <li>• Any on-site services</li> <li>• Physical equipment or hardware installations</li> <li>• 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</li> <li>• Configuration of gateways beyond the field test (up to 3) devices.</li> <li>• Custom development using the AirLink Application Framework (AAF)</li> <li>• Any addition work related to changes in design, applications or systems beyond the Network Design phase.</li> <li>• Configuration of the management system</li> </ul>
<p><b>Constraints</b></p>	<ul style="list-style-type: none"> <li>• Remote access via AM, AMM or AirLink Management Service (ALMS) is required</li> <li>• 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.</li> </ul>
<p><b>Prerequisites</b></p>	<ul style="list-style-type: none"> <li>• Customer/Partner provides a primary point of contact for the device deployment project.</li> <li>• Customer/Partner provides a technical resource to assist with AirLink device setup and integration testing.</li> <li>• 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.</li> <li>• 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.</li> <li>• Customer/Partner has acquired the appropriate mobile SIMs. The mobile SIMs are activated and appropriately provisioned for the required data service(s).</li> <li>• Completion of the <i>Device Deployment Information Form</i></li> <li>• Review of the <i>Device Deployment Network Diagram</i></li> <li>• 50% deposit is required for all Professional Services engagements prior to project kick-off</li> </ul>



## AIRLINK DEVICE DEPLOYMENT – ON-SITE DEPLOYMENT

<p><b>Overview</b></p>	<p>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.</p> <p><b>Maximum Deployment Size</b></p> <p>MG90, MP70: &lt;1,000</p> <p>RV50, ES/GX450, LX60: &lt;5,000</p> <p>Not available for Transit Deployments. Transit Customers should request a custom quotation.</p>
<p><b>Travel Costs<sup>i</sup></b></p>	<p>Included, maximum 2 trips</p>
<p><b>Estimated Duration</b></p>	<p>30 – 60 Days</p>
<p><b>What's Included</b></p>	<p><b>Project Management</b></p> <ul style="list-style-type: none"> <li>• Planning, Communication and Resource Coordination</li> <li>• Milestone, Task, Risk and Issue Tracking</li> </ul> <p><b>Requirements Discovery and Network Design Consulting</b></p> <ul style="list-style-type: none"> <li>• Network Component Integration</li> <li>• Firewall Requirements</li> <li>• Design Scoping</li> <li>• Wireless Infrastructure Requirements</li> </ul> <p><b>Develop AirLink Configuration Template</b></p> <ul style="list-style-type: none"> <li>• Comprehensive Bench Testing</li> <li>• Wi-Fi WAN Integration</li> <li>• CAD/AVL Integration</li> <li>• AirLink Vehicle Telemetry Integration (AMM, if licensed)</li> <li>• GPIO</li> </ul> <p><b>Configuration Validation</b></p> <ul style="list-style-type: none"> <li>• Field test up to 10 AirLink devices</li> <li>• Validation period up to 2 weeks</li> </ul> <p><b>Training</b></p> <ul style="list-style-type: none"> <li>• AirLink Device Configuration and Solution Overview</li> <li>• Configuration and Deployment of Additional Devices</li> </ul> <p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• Network Design Diagram</li> <li>• AirLink Device Configuration Plan</li> </ul>



<p><b>What's Not Included</b></p>	<ul style="list-style-type: none"> <li>• Physical equipment or hardware installations</li> <li>• 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</li> <li>• Configuration of additional AirLink devices beyond the representative subset</li> <li>• Custom development using the AirLink Application Framework (AAF)</li> <li>• Any addition work related to changes in design, applications or systems beyond the Network Design phase</li> <li>• Configuration of the management system</li> </ul>
<p><b>Constraints</b></p>	<ul style="list-style-type: none"> <li>• Remote access via AM, AMM or ALMS is required</li> <li>• 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.</li> </ul>
<p><b>Prerequisites</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Work location(s) identified for configuration and integration and testing activities.</li> <li>• 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.</li> <li>• Customer/Partner/Integrator has acquired the appropriate mobile SIMs. The mobile SIMs are activated and appropriately provisioned for the required data service(s).</li> <li>• Completion of the <i>Device Deployment Information Form</i></li> <li>• Review of the <i>Device Deployment Network Diagram</i></li> <li>• 50% deposit is required for all Professional Services engagements prior to project kick-off</li> </ul>



## AM/AMM IMPLEMENTATION – SINGLE INSTANCE, REMOTE DEPLOYMENT

<b>Overview</b>	Sierra Wireless' AM/AMM Implementation service provides for configuration of the AM or AMM and integration into the enterprise network. This offering does not include any travel costs, and all installation, configuration and training is done remotely. Remote access to the AM/AMM is required.
<b>Travel Costs<sup>ii</sup></b>	N/A
<b>Estimated Duration</b>	3 – 5 days
<b>What's Included</b>	<p><b>AM/AMM Installation</b></p> <ul style="list-style-type: none"> <li>• Network Interface</li> <li>• SMTP configuration (for emailing alerts, reports)</li> <li>• Server integration into customer network</li> <li>• Guidance on the VM server configuration (if deployed as VM)</li> <li>• Guidance on premise firewall requirements</li> </ul> <p><b>AM/AMM Configuration</b></p> <ul style="list-style-type: none"> <li>• Customize AM/AMM Dashboard view</li> <li>• Setup Administrative User</li> </ul> <p><b>Customer Training (up to 2 hours)</b></p> <ul style="list-style-type: none"> <li>• AM or AMM overview</li> <li>• Managing <ul style="list-style-type: none"> <li>○ Groups</li> <li>○ Users</li> <li>○ Thresholds</li> </ul> </li> <li>• Configuration Management</li> <li>• Software Distribution</li> <li>• Report overview</li> <li>• Remote Gateway Access</li> </ul> <p><b>Documentation</b></p>
<b>What's Not Included</b>	<ul style="list-style-type: none"> <li>• More than one network interface on the AM/AMM server</li> <li>• More than one AM/AMM server</li> <li>• VM server configuration</li> <li>• 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</li> <li>• Configuration of AirLink devices</li> </ul>
<b>Prerequisites</b>	<ul style="list-style-type: none"> <li>• Completion of the <i>AM/AMM Configuration Information Form</i></li> <li>• Review of the <i>AM/AMM Network Diagram</i></li> <li>• 50% deposit is required for all Professional Services engagements prior to project kick-off</li> </ul>



## AM/AMM IMPLEMENTATION – SINGLE INSTANCE, ON SITE DEPLOYMENT

<b>Overview</b>	Sierra Wireless' AM/AMM Implementation service provides for configuration of the AirLink Manager or AirLink Mobility Manager and integration into the enterprise network. Sierra Wireless Professional Services personnel will be on-site for the deployment.
<b>Travel Costs<sup>i</sup></b>	Included
<b>Estimated Duration</b>	3 – 5 Days
<b>What's Included</b>	<p><b>AM/AMM Installation</b></p> <ul style="list-style-type: none"> <li>• Network Interface</li> <li>• SMTP configuration (for emailing alerts, reports)</li> <li>• Server integration into customer network</li> <li>• Guidance on the VM server configuration (if deployed as VM)</li> <li>• Guidance on premise firewall requirements</li> </ul> <p><b>AM/AMM Configuration</b></p> <ul style="list-style-type: none"> <li>• Customize AM/AMM Dashboard view</li> <li>• Setup Administrative User</li> </ul> <p><b>Customer Training (up to 2 hours)</b></p> <ul style="list-style-type: none"> <li>• AM or AMM overview</li> <li>• Managing <ul style="list-style-type: none"> <li>○ Groups</li> <li>○ Users</li> <li>○ Thresholds</li> </ul> </li> <li>• Configuration Management</li> <li>• Software Distribution</li> <li>• Report overview</li> <li>• Remote Gateway Access</li> </ul> <p><b>Documentation</b></p>
<b>What's Not Included</b>	<ul style="list-style-type: none"> <li>• More than one network interface on the AM/AMM server</li> <li>• More than one AM/AMM server</li> <li>• VM server configuration</li> <li>• Physical equipment or hardware installations</li> <li>• 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</li> <li>• Configuration of AirLink devices</li> </ul>
<b>Prerequisites</b>	<ul style="list-style-type: none"> <li>• Completion of the <i>AM/AMM Configuration Information Form</i></li> <li>• Review of the <i>AM/AMM Network Diagram</i></li> <li>• 50% deposit is required for all Professional Services engagements prior to project kick-off</li> </ul>



## AM/AMM IMPLEMENTATION – UP TO 3 INSTANCES, ON SITE DEPLOYMENT

<b>Overview</b>	Sierra Wireless' AM/AMM Implementation service provides for the configuration of up to three (3) of the AM or AMM servers and integration into the enterprise network. This could be configured as three primary instances, or in a primary/backup configuration for failover with a third instance for testing. Sierra Wireless Professional Services personnel will be on-site for the deployment.
<b>Travel Costs<sup>i</sup></b>	Included
<b>Estimated Duration</b>	5 – 7 Days
<b>What's Included</b>	<ul style="list-style-type: none"> <li>• All features from <i>AM/AMM Implementation – Single Instance, On Site Deployment</i></li> <li>• Configuration of up to three (3) instances of AM/AMM</li> <li>• Database replication between AM/AMM instances (if required)</li> </ul>
<b>What's Not Included</b>	<ul style="list-style-type: none"> <li>• More than one network interface on the AM/AMM server</li> <li>• Redundant AM/AMM server (if required)</li> <li>• VM server configuration</li> <li>• Physical equipment or hardware installations</li> <li>• 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</li> <li>• Configuration of AirLink devices</li> </ul>
<b>Prerequisites</b>	<ul style="list-style-type: none"> <li>• Completion of the <i>AM/AMM Configuration Information Form</i></li> <li>• Review of the <i>AM/AMM Network Diagram</i></li> <li>• 50% deposit is required for all Professional Services engagements prior to project kick-off</li> </ul>





## ACM IMPLEMENTATION – SINGLE INSTANCE, REMOTE DEPLOYMENT

<b>Overview</b>	Sierra Wireless' ACM Implementation service provides for integration of the AirLink Connection Manager into the enterprise network in a single instance configuration. This offering does not include any travel costs, and all installation, configuration and training is done remotely. Remote access to the ACM is required.
<b>Travel Costs<sup>1</sup></b>	N/A
<b>Estimated Duration</b>	3 – 5 Days
<b>What's Included</b>	<p><b>Network Design Session</b></p> <ul style="list-style-type: none"> <li>• Mobile network subnet/address planning</li> <li>• Static routing requirements</li> </ul> <p><b>ACM Installation</b></p> <ul style="list-style-type: none"> <li>• Define network interfaces (inside and outside interfaces)</li> <li>• Define static routing to/from mobile/enterprise segments</li> <li>• Configure ACM internal firewall</li> <li>• Syslog Configuration (for remote logging)</li> <li>• If deployed on a VM, guidance on the VM server configuration</li> <li>• Guidance on premise firewall requirements</li> </ul> <p><b>IPsec VPN Configuration</b></p> <ul style="list-style-type: none"> <li>• Define general configuration parameters (ESP/IKE Groups, interfaces)</li> <li>• Pilot fleet peer configurations on ACM (local end)</li> <li>• Pilot gateway configurations for IPsec VPN (remote end) <ul style="list-style-type: none"> <li>• Up to 3 AirLink devices</li> </ul> </li> </ul> <p><b>Customer Training</b></p> <ul style="list-style-type: none"> <li>• Configuring VPN peers on ACM (local end)</li> <li>• Configuring VPN on gateways (remote end)</li> <li>• Troubleshooting VPNs</li> </ul> <p><b>Documentation</b></p>
<b>What's Not Included</b>	<ul style="list-style-type: none"> <li>• Redundancy and/or High Availability on the ACM</li> <li>• Dynamic routing protocols</li> <li>• VM server configuration</li> <li>• 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</li> </ul>
<b>Prerequisites</b>	<ul style="list-style-type: none"> <li>• Completion of the <i>ACM Configuration Information Form</i></li> <li>• Review of the <i>ACM Network Diagram</i></li> <li>• 50% deposit is required for all Professional Services engagements prior to project kick-off</li> </ul>



## ACM IMPLEMENTATION – TWO INSTANCES, ON SITE DEPLOYMENT

<b>Overview</b>	Sierra Wireless' ACM Implementation service provides for integration of the AirLink Connection Manager into the enterprise network in a primary/backup configuration. Sierra Wireless Professional Services personnel will be on-site for the deployment.
<b>Travel Costs<sup>i</sup></b>	Included
<b>Estimated Duration</b>	5 – 7 Days
<b>What's Included</b>	<p><b>Network Design Session</b></p> <ul style="list-style-type: none"> <li>• Mobile network subnet/address planning</li> <li>• Static routing requirements</li> </ul> <p><b>ACM Installation</b></p> <ul style="list-style-type: none"> <li>• Define network interfaces (inside and outside interfaces)</li> <li>• Define static routing to/from mobile/enterprise segments</li> <li>• Configure ACM internal firewall</li> <li>• Syslog Configuration (for remote logging)</li> <li>• Implement Redundancy or High Availability configuration (VRRP, DNS Load Balancing, etc.)</li> <li>• If deployed on a VM, guidance on the VM server configuration</li> <li>• Guidance on premise firewall requirements</li> <li>• Dynamic Routing Protocols (if required)</li> </ul> <p><b>IPsec VPN Configuration</b></p> <ul style="list-style-type: none"> <li>• Define general configuration parameters (ESP/IKE Groups, interfaces)</li> <li>• Pilot fleet peer configurations on ACM (local end)</li> <li>• Pilot gateway configurations for IPsec VPN (remote end) <ul style="list-style-type: none"> <li>• Up to 10 AirLink devices</li> </ul> </li> </ul> <p><b>Customer Training</b></p> <ul style="list-style-type: none"> <li>• Configuring VPN peers on ACM (local end)</li> <li>• Configuring VPN on gateways (remote end)</li> <li>• Troubleshooting VPNs</li> </ul> <p><b>Documentation</b></p>
<b>What's Not Included</b>	<ul style="list-style-type: none"> <li>• VM server configuration</li> <li>• Physical equipment or hardware installations</li> <li>• 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</li> </ul>
<b>Prerequisites</b>	<ul style="list-style-type: none"> <li>• Completion of the <i>ACM Configuration Information Form</i></li> <li>• Review of the <i>ACM Network Diagram</i></li> <li>• 50% deposit is required for all Professional Services engagements prior to project kick-off</li> </ul>



# AirLink Professional Services Training Offerings

## WEB-BASED REMOTE TRAINING OFFERINGS

Sierra Wireless is able to provide remote interactive web-based training on any aspect of the AirLink offering, scheduled to fit into your organization's needs. While most courses are focused on the MGOS/AM/AMM/ACM platform, any of the offerings can be tailored to suit your needs, and can address any aspect of our product offerings. The most common sessions are listed below, along with time estimates. Remote training can be purchased in minimum 1 hour blocks, and can be scheduled in 1-2 hour sessions. We recommend not scheduling more than 2 hours at a time without a break.

Many topics can be covered with web-based remote training sessions, which are conducted by the Sierra Wireless corporate trainer. Our trainer has hands-on experience with large and small customers in new implementations of mobile or fixed deployments as well as upgrades from previous generations of equipment and configuration refreshes.

### Booking Web-based Training

When you purchase web-based remote training, you may select any of the standardized course offerings or work with our training manager to define the agenda and syllabus to be specific for the needs of your organization. There is no additional cost for customized training as long as it does not require custom course development.

### Common Remote Course Sessions

#### IMSW1: MGOS System Introduction (1 hour)

This session introduces all the individual elements of the MGOS solution: the mobile gateway, web management interface, VPN concentrator, and services that coordinate how the components work together. It includes an overview of the gateway configuration interface (LCI) and the web management portal (AM or AMM), common network architectures, and the omgservice DNS service. It does not provide in-depth view to the interfaces but is intended as an introduction.

**Intended audience:** All

#### IMSW2: MGOS In-depth Configuration (1 hour or 2 hours)

This session is an intensive investigation into the web-based LCI interface, which is used for customizing and configuring the individual MGOS gateways. It includes:

- Connecting and logging in to the LCI locally or through the AM or AMM
- Setting up WAN and LAN interfaces, LAN segments and addressing
- LAN Wi-Fi Access Point and wired Ethernet security options
- Link policies for prioritizing WAN links
- Password best practices
- Troubleshooting using log files and UI-based tools
- Backing up, restoring, and using golden master configurations



Note: This session can be accomplished with little interaction in one hour, but if you have a configuration and are orienting new staff to the capabilities of the MGOS solution we recommend booking a two-hour session to allow reviewing the current configuration as well as exploring other possibilities.

**Intended audience:** IT/IS personnel

### IMSW3: Reporting on System Usage and Health (1 hour or 2 hours)

The AM/AMM web portal provides reporting capabilities useful for IT and network staff, fleet and operational management, and organizational management and HR/IA staff. This session explores the rich reporting tools available in the AM or AMM and how to use them for maximum benefit. It also explores security and privacy aspects of the information available and how your organization may need to consider managing access to the reports available.

Specific topics include:

- Geographic reporting for management, operations and dispatch
- Network coverage, stability and uptime for operations and IT
- Telemetry options for fleet and operations management
- Remote access to gateways and hosts using the AMM and Total Reach
- Remote access and configuration capabilities for IT

Note: This session can be accomplished with little interaction in one hour, but if you are orienting new staff to the capabilities of the MGOS solution we recommend booking a two-hour session to allow reviewing the current configuration as well as allowing more time for discussion and exploring options.

**Intended audience:** Any or all of IS/IT analysts or management, fleet/operations management, organizational management, dispatch (content can be customized to best suit any specific audience)

### IMSW4: Geographic Reporting and Geofencing with Tracker (AMM)

This remote session provides an in-depth introduction to creating and managing Geofences (Zones) and using those zones in historical reporting and real-time actions configurable in the AMM.

Specific topics include:

- Geographic reporting for management, operations and dispatch
- Network coverage, stability and uptime for operations and IT
- Telemetry options for fleet and operations management



## CUSTOMER ON-SITE AND SIERRA WIRELESS-BASED TRAINING OFFERINGS

### Booking Customer On-site Training

On-site training events at a suitable customer training location are available with a two-day minimum booking, and the days can be made up of any of the available courses listed below. A training day is considered to be 7 hours, and a half day is 3.5 hours. The two-day minimum booking is per event at a single location and the days may not be split up without explicit agreement.

Training events are to be booked using the Two-day Training Event part number (SKU 9010133), with the option of adding additional days using the On-Site Training Daily Rate part number (SKU 9010134). Events may be booked for up to three training days per week, or four with the agreement of the training manager.

Actual dates for customer on-site training events must be confirmed with the Sierra Wireless Solutions Training Manager to ensure availability. Sierra Wireless-based training is regularly scheduled, and dates and courses are available from Sierra Wireless inside sales.

### Customer Site and Sierra Wireless Course Offerings

The following courses can be scheduled to be delivered at an appropriate customer location and may also periodically scheduled to be run at the Sierra Wireless offices in Richmond, BC Canada.

#### IMS101: MGOS System Administrator and Operator Training

This two-day training includes complete theory and mechanics of operation, hands-on MGOS configuration and troubleshooting exercises, AM/AMM operation training for system management and reporting, configuration and deployment, and system and individual gateway troubleshooting.

After completing this training, your IS/IT personnel will be familiar with all aspects of your mobile information and networking system, able to manage and configure individual or groups of gateways, able to assess system and gateway operational health, and provide reports and reporting instruction for fleet, operations, and IT management.

This course is available onsite for up to eight employees. The syllabus for this training session is as follows:

Title	Content
The MGOS Solution Overview	Introduces the general theory of operation and individual components, including typical installation scenarios and use cases.
MGOS Overview	Describes access to and general configuration of the gateway, including physical and logical interfaces, default settings, and theory of operation.
AM or AMM Overview	Describes access to and general functions of the AM or AMM web portal, including URLs, users and passwords, installation scenarios, and general navigation.
oMG/MG90 Installation Overview	Introduces placement, orientation, general wiring, and clearances of the vehicle gateway.



Antenna Overview	Introduces the types of antennas and connectors used by MGOS devices.
MGOS Configuration Deep Dive	In-depth screen by screen configuration of an MGOS gateway.
MGOS Configuration Labs	Hands-on session working with selected MGOS configuration options.
MGOS Support and Maintenance	Hands-on session for MGOS troubleshooting, resetting, software installation, and upgrading.
MGOS Backup and Restore	Hands-on session backing up and restoring MGOS configurations, which is often the most straightforward way to deploy MGOS gateways in small fleet environments.
AM/AMM Deep Dive	In-depth discussion of using and customizing the AM or AMM, including custom alerts, ad-hoc and scheduled reporting, and available modules.
AM/AMM Troubleshooting	Specific and detailed review of relevant AM or AMM customization and reports relevant to IT personnel.
AM/AMM Labs for IT Personnel	Hands-on session exploring customization and reports using actual own or preconfigured data targeted to IT support topics.

### IMS102: MGOS Advanced System Troubleshooting and Deployment

This one-day hands-on course is for IT staff with significant experience with the MGOS Solution, to address specific issues being brought up and advanced troubleshooting and health assessment tools and procedures.

If delivered onsite for a single organization, the training will center on that particular organization's mobile network environment.

### IMS103: MG Certified Installation Training and Configuration Overview

This one-day training is targeted to dealers wanting to install the oMG/MG90 and covers the overall solution at a high level and installation-related topics in great detail. Participants should have general computer skills and significant experience with installing devices and antennas in vehicles, including cable routing and power connections.

At the conclusion of the course, participants will receive a completion certificate and will be ready to install the oMG/MG90 for customers.

The syllabus for this training session is as follows:

Title	Content
The MGOS Solution Overview	Introduces the general theory of operation and individual components, including typical installation scenarios and use cases.
oMG/MG90 Overview	Describes access to and general configuration of the oMG/MG90, including physical and logical interfaces, default settings, and theory of operation.
MGOS Backup and Restore	Hands-on session backing up and restoring MGOS configurations, which is often the most straightforward way to deploy gateways in small fleet environments.



oMG/MG90 Installation Overview	Introduces placement, orientation, general wiring, and clearances of the oMG and/or MG90.
oMG/MG90 Installation Details	In-depth discussion of placement, wiring advanced topics including ChargeGuard and Shore Power.
Antenna Overview	Introduces the types of antennas and connectors used by oMG/MG90 units.
Antenna Details	In-depth discussion of antenna placement, FCC requirements.
AM/AMM Overview	Describes access to and general functions of the AM or AMM web portal, including URLs, users and passwords, installation scenarios, and general navigation.

### IMS104: Mobility VPN Configuration and Management with ACM

This one-day training includes configuration, backup, upgrade, and troubleshooting of the ACM VPN manager along with adding or removing VPNs for new or retired gateways.

If delivered onsite for a single organization, the training will center on that particular organization's ACM configuration. If delivered at our training center, it will cover a generic ACM system.

### IMS105: MGOS Solution Training for Managers

This high-level half-day overview introduces the complete MGOS system in order to set the context, and then focuses exclusively in the management and reporting features relevant to management of fleets, personnel and dispatch, and telecom and IT.

At the end of this session, managers will have an understanding of the overall MGOS system functions, and a good sense of the reporting capabilities that can assist them in their duties. The focus of this course is on report type and content, more so than on the details and mechanics of running reports.

This course is ideally delivered as part of a large-scale deployment, after a pilot group has already generated some data and the division of responsibilities (gateway support and troubleshooting, network configuration, and network/data security) have already been mostly worked out.

This training is targeted to a half-day session, and the syllabus is as follows:

Title	Content
The MGOS Solution Overview	Introduces the general theory of operation and individual components, including typical installation scenarios and use cases.
MGOS Mobile Network Overview	For a deployed solution, this provides an overview of how the MGOS solution has been set up and deployed for the specific organization and the features provided by that configuration.
AM/AMM Overview	Describes access to and general functions of the AM or AMM web portal, including URLs, users and passwords, installation scenarios, and general navigation.
AM/AMM Reporting Overview	Describes the general areas of reporting available in the AM or AMM and the parts of the enterprise most likely to benefit from the available reports.





MGOS Support Options	Describes some options of how the MGOS solution support can be distributed across an organization, with the understanding that every organization is unique and what works for some doesn't work for others.
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## IMS106: MGOS System Triage and Diagnosis

This half-day course is designed for the people who will be providing only first-line support for the MGOS mobile networking solution. This training will prepare them for interacting with both the users and devices (oMG/MG90) in the field, the centralized web-based management server (AM or AMM) and how it can be used to connect to and diagnose individual gateways.

The emphasis of this course is identifying the general area of problems, dealing immediately with common issues, and knowing where to direct or assign more complex problems. It starts by outlining how the system is designed to operate in order to provide a framework for understanding what can go wrong.

This course is a subset of the *IMS101: MGOS System Administrator and Operator Training* course and should not be added for the same audience if the more complete training is being included.

The syllabus is as follows:

Title	Content
The MGOS Solution Overview	Introduces the general theory of operation and individual components, including typical installation scenarios and use cases.
oMG/MG90 Overview	Describes access to and general configuration of the oMG/MG90, including physical and logical interfaces, default settings, and theory of operation.
Triage and Problem identification	Describes the tools available for fast problem identification and diagnosis
AM/AMM for Troubleshooting	Describes access to and general functions of the AM or AMM web portal, specifically with respect to identifying probable causes of problems with individual gateways.
Accessing Sierra Wireless Support	Prepares the support staff for how to collect a general set of information in order to engage the Sierra Wireless support team when extra help is required.



## INCLUDED AND ADDITIONAL ITEMS

### For Customer On-Site Training

The cost of training includes the travel expenses of the instructor and course materials according to the course descriptions. The cost of training does not include any optional equipment, which would at a minimum include shipping and handling expenses and must be explicitly included in the training contract.

### For Sierra Wireless (Richmond, BC) Training

The cost of training at the Sierra Wireless offices includes the course costs and access to required equipment and resources. The customer is responsible for all travel, accommodation and meal costs. Note that a passport will be required for all US citizens as this is a Canadian location.

## TRAINING CLASSROOM REQUIREMENTS

### Classroom Setup

To perform classroom training, we require the following:

- Either classroom or boardroom setup, with power connections at instructor and student stations
- Network/Internet access for instructor and students
- Internet access for gateways, whether by installed cellular modems and activated SIM cards, Wi-Fi access, or both
  - If using cellular connections, classroom must allow for sufficient signal strength
  - If using Wi-Fi access, we require Wi-Fi antennas and SSID/password for access
- A projector and screen are required. Sierra Wireless can provide a projector with advance notice.
- A whiteboard or flip chart on stand are required.

### Network (Firewall) Port access

If outgoing ports are normally restricted, the following ports must be opened for full functionality:

Incoming/Outgoing	Port	Protocol	Notes
Outgoing	1501	TCP	Required for MGOS-AM/AMM registration without management tunnel
Outgoing	1194	UDP	Required for MGOS-AM/AMM registration with management tunnel
Outgoing	8080	TCP	Required to log in to AM/AMM
Incoming	5900	TCP	Required to backup configuration
Outgoing	2222	UDP	Required for remote ACM programming



## Required Equipment

In order to do hands-on configuration and troubleshooting exercises, the following equipment will be required:

- One oMG/MG90 per two students (minimum) plus one for instructor, all with desktop AC power supplies
  - If gateways or power supplies are not readily accessible, arrangements can be made to provide them given sufficient notice (shipping charges may apply)
- Some form of Cellular and Wi-Fi antennas, per gateway
- Laptops for students, at least one per two students (same number as student gateways)
  - If laptops are governed by group policy, then note that we require wired Ethernet access to gateways where the laptop NIC can accept an assigned IP address (DHCP)

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<sup>i</sup> Travel is included in all quotes based on average travel costs within North America. For customers outside North America, please contact your Sierra Wireless Partner or Regional Sales Manager for more information or to obtain a quotation.

