

InformaCast Fusion: JumpStart

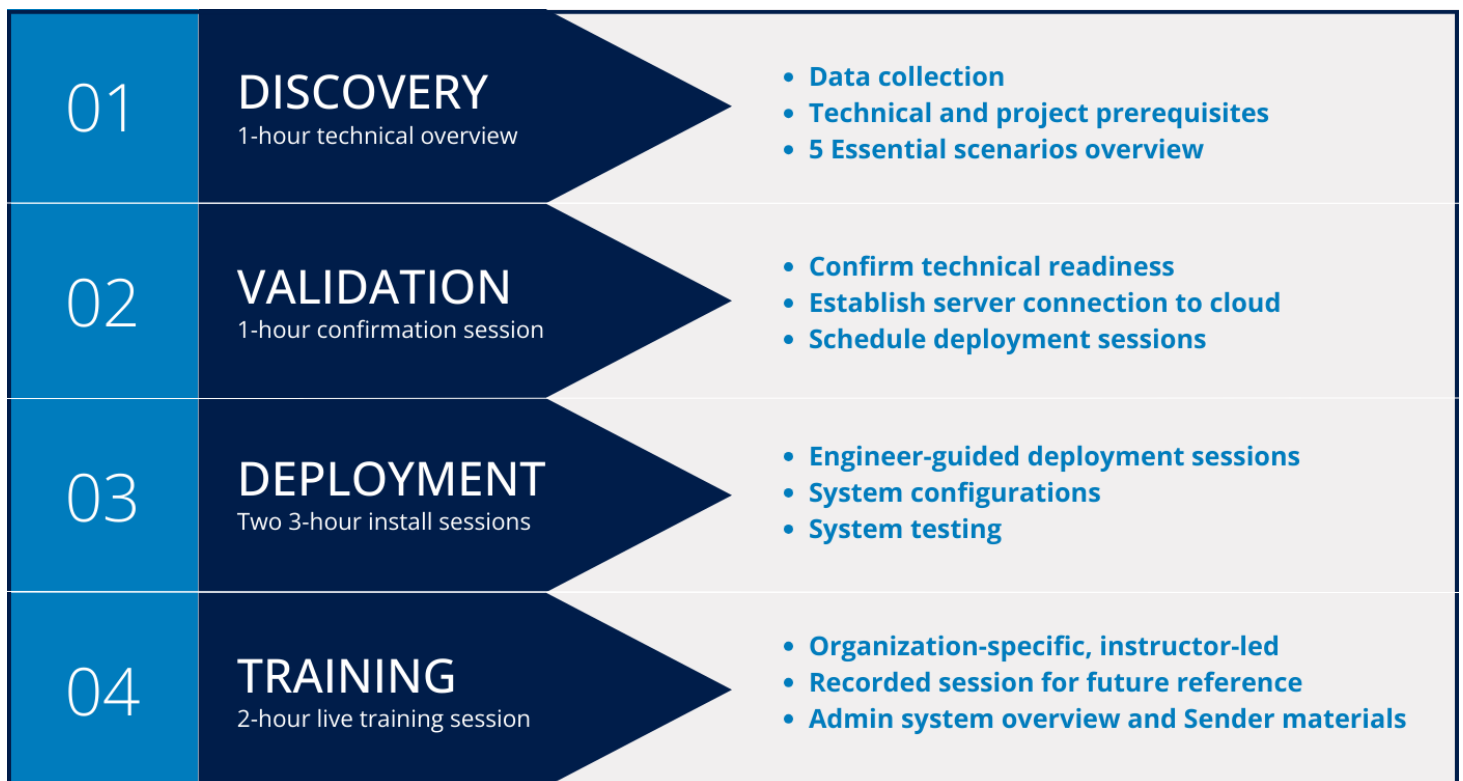
Statement of Work - New Fusion Installation

Scope of Services:

This Statement of Work describes the Professional Services to be performed by Singlewire Software. This engagement will consist of deploying a new InformaCast Fusion environment and assistance in configuring Recipients, Initiators, and Notifications built on the 5 Essential Scenarios shipped with the product. The primary outcome of this engagement is to leave behind an InformaCast Fusion implementation that accounts for fundamental functionality.

Project Overview:

Singlewire implementation specialists and engineers will use a proven four-step process to ensure the deployment objectives are delivered in a timely manner. Engagements are typically completed within 30 days.



Singlewire Project Deliverables:

DISCOVERY

- **Kick-Off** - Initial meeting to review Statement of Work, project plan, and technical requirements
- **Project Coordination** - Ensure timely completion of all project deliverables
- **Fusion Server(s)** - Confirm the installation and proper configuration for distributed Fusion servers at up to two (2) sites or for one (1) failover pair
- **Paging Gateway(s)** - Review configuration options for Paging Gateways for up to two (2) sites *(NOTE: installation of gateway hardware appliance provided by others)*

RECIPIENTS

- **Telephony Provider** - review and configure necessary parameters for integration with IP Telephony provider:
 - Provide configuration assistance for integration to one (1) Cisco UCM cluster **OR**
 - Configuration assistance for integration to one (1) UCaaS telephony provider as detailed: [Phone System Integrations](#)
- **Desktop Application** - Assist with configuration of initial desktop(s) to ensure correct registration process *(NOTE: bulk deployment is customer responsibility)*
- **IP Speaker** - Assist with registration and configuration of compatible IP speakers for up to (2) physical locations
- **Device Groups** - Configure up to (3) groups of on-premises devices to receive notifications as defined in the 5 Essential Scenarios
- **Analog Paging** - Configure (1) integration to a legacy paging system using a compatible IP zone controller
- **User-Loader** - Configure or build (1) User-Loader for bulk import or synching of mobile users
- **Security Groups** - Confirm system default security groups (2) support use-cases defined in the 5 Essential Scenarios
- **Distribution Lists** - Confirm system default distribution lists (2) support use-cases defined in the 5 Essential Scenarios

INITIATORS/TRIGGERS

- **Command Center** - Confirm use-case compatibility with 5 Essential Scenarios and edit as necessary
- **DialCast** - Configure up to (2) dial patterns to trigger a notification or dial-to-page from a compatible IP handset
- **Mobile App** - Confirm test group has the ability to initiate 5 Essential Scenarios from the mobile app *(NOTE: bulk deployment of the app is customer responsibility)*
- **Bell Schedule** - Configure (1) series of scheduled notifications



NOTIFICATIONS

- **Scenarios** - Configure default scenarios (5) to support the use-cases defined in the 5 Essential Scenarios
- **Message Templates** - Configure up to (2) notification templates in addition to those associated with the 5 Essential Scenarios
- **Notification Profiles** - Confirm system default profiles (2) support the use-cases defined in the 5 Essential Scenarios

TESTING

- **Initiators** - Initiate test messages from defined initiators/triggers to ensure proper installation and configuration
- **Recipients** - Confirm successful receipt of test messages to designated Recipients

TRAINING

- **Admin** - Provide (1) 2-hour customized Admin Training session (will be recorded and provided to the customer at the conclusion of the project)
- **Sender** - Provide Sender training materials for train-the-trainer methodology

Customer Prerequisites - General:

- Provide the appropriate personnel to participate in the successful execution of this project. This may include but is not limited to: Project Manager, VoIP Engineer, Network Engineer, Server or VMware Engineer, User Directory Administrator, and Notification Stakeholders.
- Complete discovery materials and other required information for design and planning in a timely manner.
- Acknowledge that Singlewire engineers will perform project-related work remotely and during standard business hours as they pertain to the location of the Singlewire Engineer. This is typically Monday through Friday from 8:00 am to 5:00 pm (CST). After-hours work requiring Singlewire resources may incur additional charges.
- Acknowledge that Singlewire makes every effort to complete projects as quickly as possible. Projects must be completed within one (1) year of the original purchase date. Projects not completed in this timeframe may be closed by Singlewire.

Customer Prerequisites - Technical:

- **Fusion Server Deployment** - Obtain a Fusion hardware appliance or provide a VMware ESXi environment for the virtual Fusion server.
 - [Install the Fusion hardware appliance](#) as a physical machine. **OR**
 - [Download and deploy](#) the Fusion OVA to an ESXi host.
- **Initial Server Configuration** - Complete the [initial network configuration](#) steps and assign the Fusion server(s) a static IP address.
- **Port/Firewall Configuration** - Verify all LAN, WAN, and PSTN circuits are terminated and functioning properly and that any firewalls in the traffic path are configured to allow Fusion to function. Proxy servers between Fusion and the internet are not supported. ([Port Configuration & firewall details](#))

- **Bandwidth** - Ensure adequate bandwidth is provisioned on links and QoS queues have sufficient capacity for application traffic. ([Quality of Service](#))
- **Multicast Traffic** - Ensure the network routes IP multicast traffic from the Fusion server to all endpoints that require audio (VoIP Phones, IP Speakers, and/or Desktops). Alternatively, be prepared to deploy Singlewire Paging Gateways to carry unicast notification audio across WAN links. ([Multicast Design](#)) ([Multicast Troubleshooting](#))
- **Generic Multicast Streams** - If using the Multicast Streams feature, allocate and assign multicast addresses, ports, and channels to be used by InformaCast Fusion. Also, be prepared to supply this configuration to desired IP phones through your telephony provider's suggested provisioning method. ([Generic Multicast Streaming Phones](#))
- **On-Premises Devices** - Ensure any hardware and software to be used and/or integrated with is compliant with InformaCast. This includes but is not limited to Cisco UCM versions, VoIP telephony, IP Phones, IP Speakers, contact closures, VMware ESXi versions, etc... ([Compatibility Matrix](#))
- **Paging Gateways** - Ensure any Paging Gateways (hardware or virtual) that are to be repurposed into the new Fusion environment meet the minimum hardware and software requirements ([Paging Gateway Requirements](#))
- **User Loader** - Review User Loader options and select the best option for your environment. Review resources and prepare the appropriate requirements. ([Local User Loaders](#)) ([Cloud User Loaders](#))
- **Cisco Unified Communications Manager** - Schedule and perform any after-hours work that may be required, such as rebooting phones (e.g. when using HTTP phone activations, each phone must have its web server enabled and authentication URL updated. These changes require phone reboots for the changes to take effect). **Note:** Customers running unsupported versions of Cisco UCM assume the risk of certain features or functionality not working as intended. Singlewire will provide limited technical support to issues arising from unsupported versions. Customers should plan to upgrade their Cisco UCM infrastructure to a tested and supported release to mitigate this risk.
- **UCaaS Solutions** - Provide SIP configuration details to be used to register InformaCast as a SIP endpoint. This may include but is not limited to: SIP User Credentials, SIP Registration Server, Signaling protocol, Proxy Server, and SIP URI. Provide all programming required within the Customer's IP PBX environment. ([Full vs Limited Support Telephony Providers](#))

Project Close:

These Professional Services will be considered complete and closed when the Singlewire Responsibilities listed above have been accomplished. If any issues are outstanding that are directly caused by another vendor's equipment or software, the project will still be considered closed.

Terms Incorporated By Reference:

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