



# 7SIGNAL Professional Services Options

## Advanced Onboarding Package - \$5,299 One Time Charge

The Full Onboarding Package is designed for all new customers deploying the Sapphire Eye™ & Mobile Eye™ modules and hardware. With the help of an Implementation Specialist, you will receive both technical guidance to properly configure the platform and troubleshooting assistance to help you optimize it.

This service may include, but is not limited to:

✓ **A dedicated Implementation Specialist** for the first 90-days from the start of your 7SIGNAL Subscription Service

✓ **Your Implementation Specialist shall provide:**

- Assistance with the technical setup associated with your 7SIGNAL platform and modules.
- Advice and guidance on deployment, integrating your existing BI and notification tools and SSO integrations
- Guidance on developing a troubleshooting strategy

✓ **You will also receive on-going access to resources including:**

- The 7SIGNAL Support Team
- Certification courses, documentation, and virtual training programs from 7SIGNAL
- The 7SIGNAL Customer Success Team

✓ **Onboarding also includes the following weekly virtual training classes**

- **Getting Started** – Mobile EyeQ, Analyzer: Single SLA, End to End, Alarms, Best/Worst Reports
- **Getting Advanced** – Mobile EyeQ, Automated Alarms, Automated Reports

### 7SIGNAL

6155 Rockside Road  
Independence, OH 44131

☎ 216.777.2900

✉ [info@7signal.com](mailto:info@7signal.com)



## Basic Onboarding Package - \$1,599 One Time Charge

The Basic Onboarding Package is designed for Mobile Eye only deployments. With the help of an Implementation Specialist, you will receive technical guidance to properly configure the platform and troubleshooting assistance to help you optimize it.

This service may include, but is not limited to:

- An assigned Implementation Specialist for the first 90-days from the start of your 7SIGNAL Subscription Service
- Your Implementation Specialist shall provide:
  - Assistance with the technical setup associated with your 7SIGNAL platform and modules.
  - Advice and guidance on deployment, integrating your existing BI and notification tools and SSO integrations
- You will also receive on-going access to resources including:
  - The 7SIGNAL Support Team
  - Certification courses, documentation, and virtual training programs from 7SIGNAL
  - The 7SIGNAL Customer Success team
- Partial Onboarding also includes the following weekly virtual training classes:
  - **Getting Started** – Mobile EyeQ, Sapphire EyeQ, Analyzer: Single SLA, End to End, Channels, Alarms, Best/Worst
  - **Getting Advanced** – Mobile EyeQ, Analyzer: Spectrum, Data Rates, Configurator: SLA Definitions, Automated Alarms, Automated Reports

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## Virtual Engineer Service - Hourly Price Bundles

The 7SIGNAL Virtual Engineer Service is designed to deliver customizable wireless network expertise to help you meet your performance and business objectives – that goes far beyond the Onboarding Service. With access to 7SIGNAL engineers, our knowledge community, processes, and resources, a virtual engineer can assist you in areas such as the design, testing, implementation, training and operational aspects of your 7SIGNAL Wireless Network Monitoring (WNM) platform.

The engineer will host reoccurring virtual meetings as a member of your team to gain knowledge about your requirements, network configurations, and challenges so that they can help you with the support and operation of your wireless network.

The virtual engineer can also help you to avoid common network pitfalls—identifying potential issues and proactively engaging with 7SIGNAL technical and engineering (TAC) resources to provide recommendations to help address unexpected wireless challenges.

A mutually agreed Statement of Work (SOW) will detail the activities to be provided by the resident engineer, which will be based on the following service features and your specific requirements.

### SERVICE BENEFITS

- ✓ Help you accelerate time to production with a 7SIGNAL trained and experienced professional
- ✓ Help mitigate your risks and disruptions in wireless IT operations
- ✓ Work with you to help identify and implement solutions designed to help eliminate problems and improve your user experience
- ✓ Help scale up new services and applications over your 7SIGNAL wireless network
- ✓ Assist with network troubleshooting and operational support to help in areas such as maximizing network uptime, reducing network operating costs, and accelerating revenue-generating activities
- ✓ Provide support when completing verification tests on network design, configuration, interoperability, operating features, and functionality to help you achieve a quick and successful deployment

### SERVICE FEATURE HIGHLIGHTS

- ✓ Service and resource planning
- ✓ Assigned 7SIGNAL product and technology specialist
- ✓ Engineering activates

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## SERVICE FEATURE HIGHLIGHTS

- ✓ Service and resource planning
- ✓ Assigned 7SIGNAL product and technology specialist
- ✓ Engineering activities

## SERVICE FEATURES

Feature	Delivery Specifications
Service and resource planning	<p>A 7SIGNAL service specialist will conduct a remote planning and assessment meeting to review your resource needs. A mutually agreed and executed SOW will be jointly developed with you that will specify the details of the services such as:</p> <ul style="list-style-type: none"><li>✓ The planned activities</li><li>✓ A list of technical services and/or installation and deployment service activities in scope</li><li>✓ The service delivery dates</li></ul>
Assigned 7SIGNAL product and technology specialist	<p>This resource is a 7SIGNAL trained professional with specific technical and business skills in assessing, advising, and supporting customers on the 7SIGNAL Wireless Network Monitoring platform. This resource can help assess availability, security, and performance issues in your wireless networking environment and make recommendations intended to help you reduce risk and improve service levels.</p>
Engineering activities	<p>7SIGNAL wireless technology activities may include, but not limited to:</p> <ul style="list-style-type: none"><li>✓ Provide assistance in network operational support and workflow creation</li><li>✓ Provide support with executing verification tests on network design, configuration, interoperability, operating features, and functionality</li><li>✓ Proactively monitor and assess Wi-Fi trouble tickets to identify systemic patterns on your network and help perform root cause analysis</li><li>✓ Provide technical lead role in design, planning, testing, scaling, and implementation of wireless solutions into your network infrastructure</li><li>✓ Support you on 7SIGNAL hardware failures</li></ul>

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- ✓ Perform analysis of site survey and RF spectrum information to help deploy and troubleshoot access point distribution and tuning
- ✓ Collaborate with your IT engineering team(s) on planning, design, and implementation meetings to define requirements and methodologies for deployment or optimization of the wireless network
- ✓ Collaborate with your IT engineering team(s) to integrate and utilize 7SIGNAL product features and functions to enhance and create new business solutions for your company or to give your users enhanced mobility services
- ✓ Provide informal technical knowledge transfer to your network engineering team

### SERVICE ELIGIBILITY

To be eligible for the 7SIGNAL Virtual Engineer Service, you must:

- ✓ Purchase the resource services for a minimum period of one (1) year; service delivery will be performed during local business days and hours, excluding holidays, unless stated otherwise in the SOW
- ✓ Execute a mutually agreed SOW in order to receive these services

### CUSTOMER RESPONSIBILITIES

- ✓ All customer responsibilities will be detailed in the mutually agreed and executed SOW and associated terms and conditions.
- ✓ These services are not intended to provide or replace underlying warranty and/or support services for 7SIGNAL products.

### GENERAL PROVISIONS/OTHER EXCLUSIONS

- ✓ Any work or activities not specifically detailed in the SOW
- ✓ Any work or activities occurring outside of local standard business hours will be subject to additional charges and must be agreed in the SOW

<b>\$5,500</b>	<b>\$10,500</b>	<b>\$20,000</b>
25	50	100
Hours per year (Minimum)	Hours per year	Hours per year

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## Optimization Services

Small

**\$7,999**

Large

**\$31,499**

Once your system has been successfully installed, it will immediately begin scanning and testing the environment. Most Wi-Fi networks are not performing optimally, which affects the end-user experience in the form of inconsistent service. This is where 7SIGNAL's professional services can assist. Large optimization projects are for complex environments, large facilities, or multiple facilities.

### OPTIMIZATION PROCESS

- Data Collection** – Service level goals are defined, which determines the key performance indicators (KPIs) to measure, which drives the specific tests to perform for proper baselining.
- Analysis** – Review of data collected to determine the issues and trends around the KPIs identified that are affecting the end-user experience.
- Recommendations** – Based on the above analysis, a detailed list of specific changes to be made within the environment is created to optimize and maximize Wi-Fi network performance.
- Deployment** – Based on recommendations, a deployment schedule is created with specific actions to be taken. These recommendations are executed by the customer's staff or WLAN service provider. Changes are made deliberately and sequentially to properly measure and verify the effectiveness of each recommendation.
- Verification** – After each step in the deployment plan there will be a corresponding verification step to ensure the changes have had the desired effect before moving on to the next recommended step in the process.

## Sapphire Care Reporting Services

Small - 1 Year

**\$5,249**

Large - 1 Year

**\$17,399**

After the optimization project is complete, Sapphire Care offers ongoing support services to ensure the Wi-Fi network continues running that way. As the number of Wi-Fi clients added to the network grows each year, Sapphire Eye continually measures against service level targets you set to assure on-going peak performance.

Trends are spotted allowing network engineers to take a proactive approach to Wi-Fi network management, thereby assuring a quality experience in advance of end-user complaints. Sapphire Care reports are delivered quarterly and provide proactive, long-term Wi-Fi performance monitoring and recommendations for tuning. The service requires remote access to your system. Large service is for complex environments, large facilities or many facilities. 3-year pricing is available.

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