

# FLUIDMESH PROFESSIONAL SERVICES

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FLUIDCARE



PROFESSIONAL SERVICES



WARRANTIES

Fluidmesh provides support to its partners along all phases of the technology adoption and project roll-out. Fluidmesh is not acting as or replacing the role of the system integrator for the project. All these professional services are available to Fluidmesh certified partners to increase their knowledge on Fluidmesh products and speed up the roll out of complex projects by directly accessing Fluidmesh technical resources.



## EDUCATION



### FM-LEVEL1-CLASS

Level 1 Online Training focused on Company profile, product portfolio, vertical markets and basic network design.



### FM-LEVEL2-CLASS

Level 2 One-to-One online session.



### FM-LEVEL3-CLASS

Level 3 Fixed Infrastructure hands-on training. PTP, PMP, MESH topologies.



### FM-LEVEL4-CLASS

Level 4 Training on FLUIDITY and mobile applications. Includes hands-on session with variable attenuators to simulate handoff and a mobile RF environment.



### FM-LEVEL5-CLASS

Level 5 Training on Troubleshooting and Monitoring tools.



## SUPPORT TO DELIVERY PHASE



### SUPPORT TO THE DESIGN DEVELOPMENT

#### **Support to Develop high-level design concept.**

Customer will provide overall system function requirements, detailed network KPIs and relevant design constraints. Fluidmesh will review inputs from customer on radio placement, backbone and physical mounting availability, network architecture, RF limitations, and regulatory requirements.



### SUPPORT TO PREDICTIVE MODELLING

#### **Support to Predictive RF coverage and performance model.**

Fluidmesh will support customer conducting a scientific RF propagation study using industry-standard tools and best practices. In case the customer prefers to use its own tool, Fluidmesh will advise Customer on model setup. Customer will provide all model inputs as available. RF models are indicative of desired coverage, and should not be used as a substitute for detailed site commissioning.



### SUPPORT TO ACTIVE SITE SURVEY AND RF ANALYSIS

#### **Support to Onsite RF analysis using Fluidmesh Radios temporarily deployed on-site.**

Fluidmesh validates the coverage model in the high-level design by working with customer who will mount active RF equipment at certain locations and “drive testing” the target area to evaluate signal strength, quality, and margin. Site access, physical installation, and network backbone (if required) are provided by customer. Appropriate vehicle is provided by customer. Survey Plan must be agreed prior to execution.



### SUPPORT TO DOCUMENT DEVELOPMENT

#### **Support to Configuration documentation to support Fluidmesh delivery.**

Fluidmesh will provide a typical Fluidmesh network schematic and master configuration spreadsheet.



### SUPPORT TO STAGING

#### **Support to Develop and apply IP addressing and License configuration.**

Fluidmesh will create per-device configuration files, and support customer to apply them to the system equipment. Fluidmesh will support customer labeling each device to match the customer’s network. Customer to provide IP addressing, label syntax, and names.



### SUPPORT TO FAT (FACTORY ACCEPTANCE TEST) / SIT (SYSTEM INTEGRATION TESTING)

#### **Support to Customer Lab demonstration of solution capabilities based on Acceptance Plan.**

Fluidmesh will support Customer conducting the Customer Lab acceptance test of a pre-defined subset of the network configuration to validate performance, protocol compatibility, and physical configuration. Acceptance Plan including pass/fail checklist to be agreed prior to execution.



### EQUIPMENT SHIPPED OUT

#### **Develop Shipping Documents.**

Fluidmesh will provide pro-forma invoices, packing slips, and tracking information on the equipment.



## SUPPORT TO POST-INSTALLATION TUNING AND COMMISSIONING

### **Expert system tuning on Fluidmesh devices and Commissioning Report.**

Fluidmesh will conduct a Stationary/Coverage Test, Mobile Test, and End-to-End test to validate and measure network performance. Fluidmesh will adjust configuration to meet system KPIs and produce a Commissioning Report. All network devices must be installed and operative and SoW must be agreed prior to execution.



## SUPPORT TO UAT (USER ACCEPTANCE TEST) / SAT (SITE ACCEPTANCE TEST)

### **Support Customer demonstration of system capabilities based on Acceptance Plan.**

Customer will conduct onsite acceptance test of network configuration to validate performance, protocol compatibility, and physical configuration. Acceptance Plan including pass/fail checklist to be agreed prior to execution. Fluidmesh will be onsite to assist and advise Customer during SAT process.



## KNOWLEDGE TRANSFER

FM-KT

### **Project Specific Training for Customer Team.**

Knowledge Transfer. Project Specific Training. SoW must be agreed prior to execution.



## VALUE ADDED SERVICES



## NON-RECURRING ENGINEERING

FM-NRE

Non-recurring engineering (NRE). Billed by Engineering hours to research, develop, design and test a new product/feature.



## SYSTEM AUDIT

FM-AUDIT

Onsite System Health Check. SoW must be agreed prior to execution. Traveling expenses are not included and additional traveling fees may apply depending on the location.



## FM-ENG-1H-JE

Fluidmesh Junior Engineer Support Fee for 1 hour of service remote or onsite. Travel and Lodging not included.



## FM-ENG-1H-SE

Fluidmesh Senior Engineer Support Fee for 1 hour of service remote or onsite. Travel and Lodging not included.



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