



# DEVICE MANAGEMENT AGREEMENT

Version 2.3



## 1 SERVICE DESCRIPTION

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One of the key elements behind a successful mobility implementation and ongoing support is the ability to manage the mobile devices remotely. Tasklet Factory uses the MobiControl system from SOTI to manage mobile devices.

Tasklet Factory offers a hosted MobiControl solution that is very cost effective and easy to use.

### 1.1 BENEFITS

Customers get the following benefits from a Tasklet Factory hosted MobiControl solution:

- **Remote control of all devices through a web browser**  
This is useful when performing internal training / support. It also allows customers to take screenshots for internal documentation.
- **No server installation or maintenance**  
The server is hosted and maintained by Tasklet Factory.
- **Instant support**  
By allowing Tasklet Factory to control the mobile devices our support engineers can help users instantaneously and investigate problems as they occur. This saves time and keeps the system up and running.

## 2 PRICING

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### 2.1 SETUP FEE

The setup fee covers the initial configuration of the mobile devices and configuring access to the system. For prices, we refer to our latest price list.

### 2.2 YEARLY LICENSE

There is a yearly license cost for each mobile device connected to the system. For prices, we refer to our latest price list.

## 3 INVOICING

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The initial agreement period for a new customer runs from the order date of the agreement through the 30th of June. After that, the Device Management Agreement (“the Agreement”) period is 12 months, starting on the 1st of July. The customer is invoiced for the Agreement on the 1st of July every year.

### 3.1 EXAMPLE

If a new customer orders the agreement on the 14th of February, the length of the first agreement period is 4½ months. The customer will in this case be invoiced for 4½ months on the 14th of February. The customer is subsequently invoiced for a full year on the 1<sup>st</sup> of July every year.



## 4 TERMINATION OF THE AGREEMENT

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The Agreement can be terminated with email notification to support@taskletfactory.com at any time. Prepaid yearly fees are not refunded and the Agreement will remain in effect until the prepaid period runs out.

## 5 PREREQUISITES

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The following prerequisites are required to connect a mobile device to the hosted MobiControl environment. These steps are performed by the Customer.

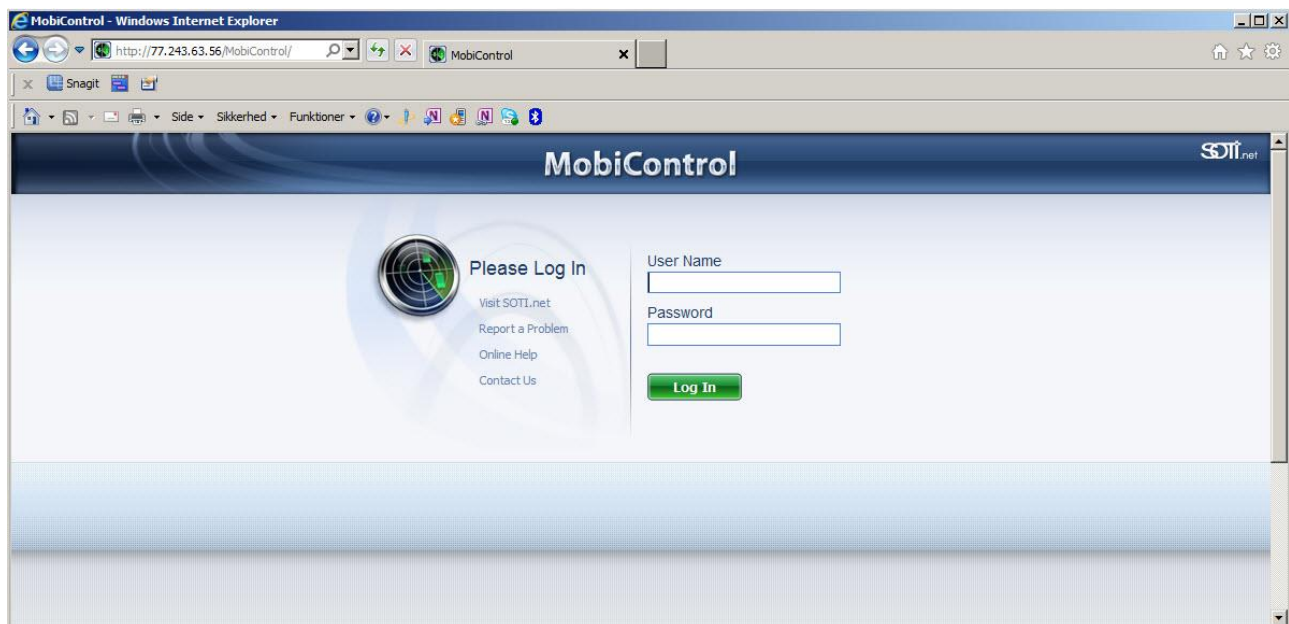
- **The mobile devices must be connected to a wireless network with internet access**  
Tasklet Factory will provide a step-by-step manual on how to do this for Honeywell/Intermec and Zebra/Motorola devices.
- **A MobiControl Device Agent must be installed on the mobile devices**  
The Device Agent is the program connecting the mobile device to the MobiControl server. This is a program that must be copied to each device. This can be done by using a docking station with a USB connection or using a micro SD card. After that the program is executed and that's it. Tasklet Factory will then take over and install the necessary software and get the device ready to use.

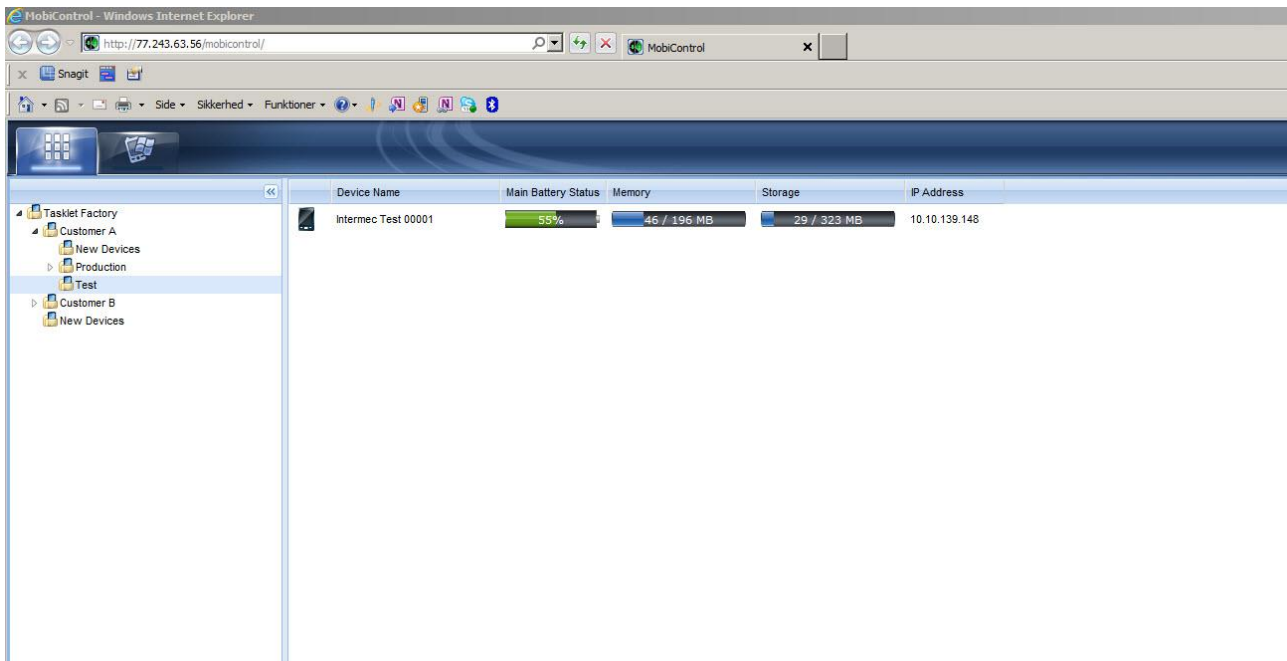
Tasklet Factory will generate the Device Agent and send it to the Customer.

## 6 SCREENSHOTS

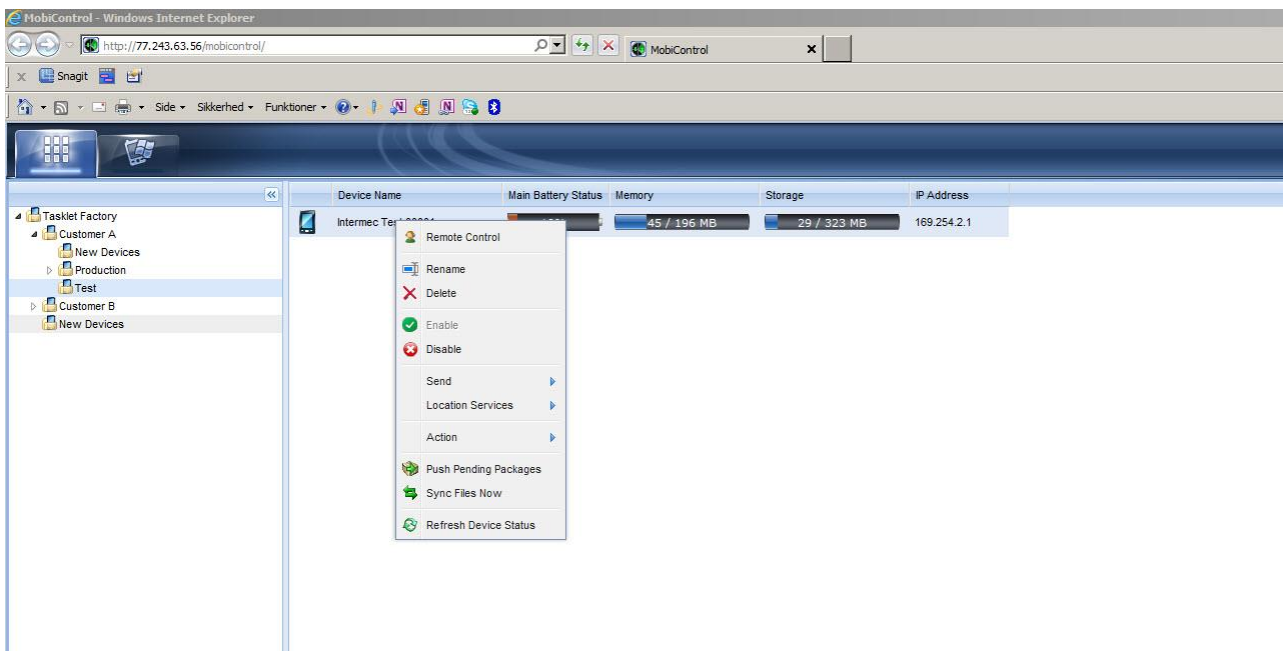
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Each customer logs in to a web page and gets access to the mobile devices





Each mobile device can be remote controlled. This is done by simply right clicking the device and selecting “Remote control”.



When remote controlling a device you can use it by clicking the screen. You also have access to the file system of the device. Taking screenshots or even capturing a video is easy.