

Frequently Asked Questions: Enterprise Customers

1. Can you confirm how recurring charges work? Are they Monthly or Quarterly? What about sensors and hubs that are not deployed? Am I paying for them either way?
 - General
 - Tiered HW/Subscriptions.
 - All units are shipped pre-subscribed; however, the subscription tier determines your monthly invoiced amount.
 - ❖ Scenario A:
 - o Corporate (Blanket PO, central Invoice, HW can ship anywhere) such as SAP's Ariba or Oracle's Procurement Cloud.
 - o Subscription pricing based on usage tiers potentially which would be 0-50 unit, 50-100, 100-250, 250-500, 500+ in 6-month time periods.
 - o Adjust up or down depending on usage every six months. 0-50 will be the list price, 500+ will be the maximum discount.
 - ❖ Scenario B:
 - o Franchises or Independents that are not on Corporate MRP such as SAP's Ariba or ORACLE's Procurement Cloud.
 - o Case by case pricing.
2. Deploying across technicians – what happens if I have a device in my hand that is not assigned to me?
 - Capabilities under development, target Q3 for rollout:
 - Deploy unassigned device to another technician.
 - Deploy an assigned device to another technician.
3. Is there a way for a technician to reassign and deploy, or does that have to happen from the admin side?
 - Skyhawk Enterprise Portal (admin) must assign and re-assign.
4. Notifications – How can I get a manager and a tech to receive the same notifications?
 - Notifications can be sent to multiple email addresses.
 - A new UI is being developed in the Enterprise (admin) Portal that allows notifications to be assigned to one or multiple via email or text (multiple phone numbers); target Q3 for rollout.

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5. As a technician, do you have access to the online portal, or do you have to be an admin to enter customer information?
 - Only the Enterprise Portal admin has permission to enter customers/customer sites through Enterprise Portal.
 - A “view only” role with specific permissions is being added; target Q3 for rollout.
6. How do we add more business-type options?
 - You can define business types relevant to your sites
7. Can we view pictures from the admin portal?
 - Pictures taken in the app will be able to be viewed in the Enterprise (admin) Portal; target Q2 for rollout.
8. Are un-deployments completed expressly from the app?
 - Enterprise Portal admin can un-deploy in Enterprise Portal, the functionality is available today.
 - The technician can also un-deploy or “pickup” but from the app, the functionality is available today. Recommend that technicians do the “pickup” to enter descriptions, locations, etc. The technician can also re-deploy on the spot or take it back to the office for re-assignment by the enterprise portal admin.
9. Operating Temperature ranges? Max/min
 - Min 0°F to Max 140°F (tied to battery temperature ratings).
10. How do I see location alerts from the admin portal?
 - Location Alerts are on the Enterprise Portal home page currently.
 - Device groupings by location, alerts, and technician are under development. Devices can be reassigned if required (if tech is on vacation, for example); target Q3 availability.
11. Can I see a device list with notifications and details without going into each device from the admin portal?
 - Currently, we are working to bring the view from the app into the enterprise portal; target is Q3 availability.
12. Pricing for Enterprise Portal
 - Corporate: Enterprise Portal Pricing TBD applicable for all sites.
 - Non-Corporate: Enterprise Portal Pricing TBD by site.