

FleetGarage customer preliminary work

The latest version of this document can be found at:

<https://fleetgarage.eu/content/documents/FleetGarage-customer-preliminary-work.pdf>

Agreement of Terms

FleetGarage is a software product for automating business processes in automotive enterprises.

The Customer - is an organization implementing the FleetGarage software.

Contractor - is an organization that provides the Customer with services for the implementation of FleetGarage software.

A system administrator is a technical specialist who configures and maintains network equipment, servers and workstations. At the stage of installing the FleetGarage system on the server, the participation of this employee is required.

The Customer Service Representative is a person authorized by the Customer to represent the Customer's interests in all technical and organizational matters relating to the use of the Services. His tasks include interaction between the Customer, the Customer's personnel and the Contractor's technical support (hereinafter referred to as technical support): he performs the initial processing of questions received from users, advises users on working with the FleetGarage software and, if necessary, contacts the Contractor's technical support and creates requests. He must have the competence of a confident PC user, the skills of a business analyst, knowledge of the business processes in the customer's organization (product operating concepts) and communication skills.

List of preliminary work performed by the Customer

The customer undertakes to perform the following work:

1. Dedicate or hire a Customer Service Representative.
2. Fill out and send the form, provide data for uploading to the FleetGarage system. The questionnaire and sample files for importing into FleetGarage are located at the link: <https://fleetgarage.eu/implementation-questionnaire/>
3. The customer service and 1-3 key employees must undergo pre-training on a demo version of FleetGarage software . To do this, you must submit an application using the link: <https://fleetgarage.eu/apply-for-demo/>
 - a. The customer service and 1-3 key employees install and register mobile applications in the demo version on the smartphones of key employees:
 - i. FG:Fleet Driver;
 - ii. FG:Cleaner;
 - iii. FG:Wheels tightening (on tablet).
 - b. Go through simple process options according to the training materials.
 - c. Recommended visit to the Contractor's office for in-depth training for 3 days. 1-3 key employees. Online training possible.
4. After training, while other implementation work is underway on the Contractor's side:
 - a. The system administrator installs and configures workstations, monitors, and TV panels. If necessary, the Customer purchases Tablets and smartphones.
 - b. The system administrator installs and configures the database server according to the instructions: <https://fleetgarage.eu/content/documents/DBMS-server-installation.pdf>
 - c. The system administrator installs and configures the API server according to the instructions: <https://fleetgarage.eu/content/documents/FleetGarage-API-server-install-manual.pdf>
 - d. The system administrator installs and configures the RDS server according to the supplier's instructions.
 - e. The system administrator configures network access to the FleetGarage user file storage.
 - f. The system administrator must provide access to the Contractor's Support Service employees to 3 servers for installing and configuring FleetGarage and its modules.
 - g. The system administrator have to configure the workplaces of key employees:
 - i. Users of the basic application (link to desktops), check the availability of the database server, network folders for storing user files.
 - ii. A workplace for a driver to submit requests (at least one).
 - iii. Workplace for technical performers: auto mechanics, technicians (at least one).



- h. Install and register mobile applications on the smartphones of key employees:
 - i. FG:Fleet Driver;
 - ii. FG:Cleaner;
 - iii. FG:Wheels tightening (on tablet)
- 5. The Contractor's technical support employee checks the servers and if there are any comments on the servers and the software installed on them, the Customer's System Administrator eliminates them.
- 6. After the Contractor has completed all the work to configure and install the program on the Customer's server, the Customer Service Representative employee will have to give other employees access to the FleetGarage system and, in accordance with the training materials, carry out standard operations on work orders, tires, etc.
- 7. The customer service must collect requirements and feedback from key employees based on the results of the trial use of the FleetGarage software. If you have any comments or suggestions, discuss them with the Contractor via conference call and schedule a final check.
- 8. Determine the start date of work in the FleetGarage system and the departure of the Contractor's employees to the Customer's territory.
- 9. Accept the Contractor's employees and participate together in the training and launch of FleetGarage.