

Proposal of Vehicle Tracking System
PT. POCA JARINGAN SOLUSI

Document owner :

Vatan Vindal

Hatta



Table of Contents

1	Customer Introduction and Requirements	3
1.1	Customer Requirements	3
2	Scope of Work	3
2.1	Overview of Scope including Roles and Responsibilities	3
2.1.1	Hardware	3
2.1.2	Software	3
2.1.3	General	3
2.2	Roles and Responsibilities	4
2.3	Acceptance Criteria	5
3	Poca Tracking Proposed Solution	
3.1	Poca Tracking Proposed Solution	5
3.1.1	Solution Benefits to Customer	5
3.2	Proposed Solution Feature List	6
3.3	Proposed solution Architecture	6
3.4	Poca Tracking Sample Reports	7
3.4.1	Trip Reports	7
3.4.2	Immobilization Reports	7
3.4.3	Vehicle Usage Trend	8
4	Proposed Device Specifications	8
4.1	Scope and Rights on IoT Device Services	8
4.2	Device Features	8
5	Poca Tracking Support Process and Service Level Objectives for IoT Solution	9
5.1	Scope of Support	9
6	Terms and Conditions	9
6.1	Warranty	10



1 Customer Introduction and Requirements

1.1 Customer Requirements

Customer wishes to utilize IoT as a solution to provide value added features to fleet. The customer wishes to provide the following:

- Real time GPS Tracking
- App to keep drivers updated & informed of his vehicle, at all times
- Back room monitoring to know the vehicle position and its operations
- White label on the Web and app (including URL masking)

Apart from basic telematics features like tracking the vehicle, monitoring productivity, Geofence tracking etc. Customer is also looking for unlimited alerts predictive maintenance alerts, fuel alert, vehicle and battery immobilization in case Drivers default on their daily installments.

2 Scope of Work

2.1 Overview of Scope including Roles and Responsibilities

Poca Tracking will be providing scope as described below for about xxx vehicles.

To achieve this purpose, detailed scope of work would be:

2.1.1 Hardware

- Supply of VTS devices (including SIM and connectivity)
- Supply of Relay + Harness to enable Immobilization of vehicle

2.1.2 Software

- Poca Tracking solution for monitoring of the vehicles including B2B and B2C Android application and Web portal for doing Admin activities.
- Whitelisted application for Web and Android for all B2B and B2C customers

2.1.3 General

- Training the customers for Installation of VTS device and handover of SOP (Standard Operating Procedure)
- Training to customer for usage of Web Portal and B2B, B2C application
- Training to customers for Account provisioning and doing Poca Tracking System Admin activities.
- Training to customer to interact with Poca Tracking Support team to raise support tickets

Managed services will be offered initially for a period of 2 years or as per the agreed Contra



2.2 Roles and Responsibilities

Activities	Sub Activities	Poca Tracking	CUSTOMER
Ownership	Vehicle acquisition and onboarding of devices		√
Requirement	Business and IT requirement		√
Governance		√	√
VTS / IoT Device	Identification	√	
	AMC	√	
	Field Installation & Support	√	
Device Logistics & Storage of Devices	Shipping of devices to customer location	√	
Connectivity	Device to communicate with IoT Solution	√	
IoT Support (Platform, Apps & Hardware)	L1		√
	L2	√	
	L3	√	
Deployment infrastructure for Solution	Cloud	√	
Acceptance and Sign-off	WILL BE DEEMED SIGNOFF AFTER 3 DAYS		√
Training	Training on Poca Tracking Application Web Portal and B2B, B2C App	√	
	Training on Poca Tracking Admin activities	√	
	Training on Poca Tracking Support process	√	
Change Request	Customization required	√	



2.3 Acceptance Criteria

1. IOT device Installation report acceptance
2. Poca Tracking Solution enablement report acceptance.
3. Poca Tracking user (Portal and App) Training completion acceptance and walkthrough of Poca Tracking User Guide
4. Poca Tracking Admin training completion acceptance
5. Poca Tracking support enablement acceptance

The above needs to be completed within 3 days of the delivery of the device & Solution, otherwise it will be deemed accepted. Format of report will be mutually agreed and deemed accepted by CUSTOMER

3 Poca Tracking Proposed solution

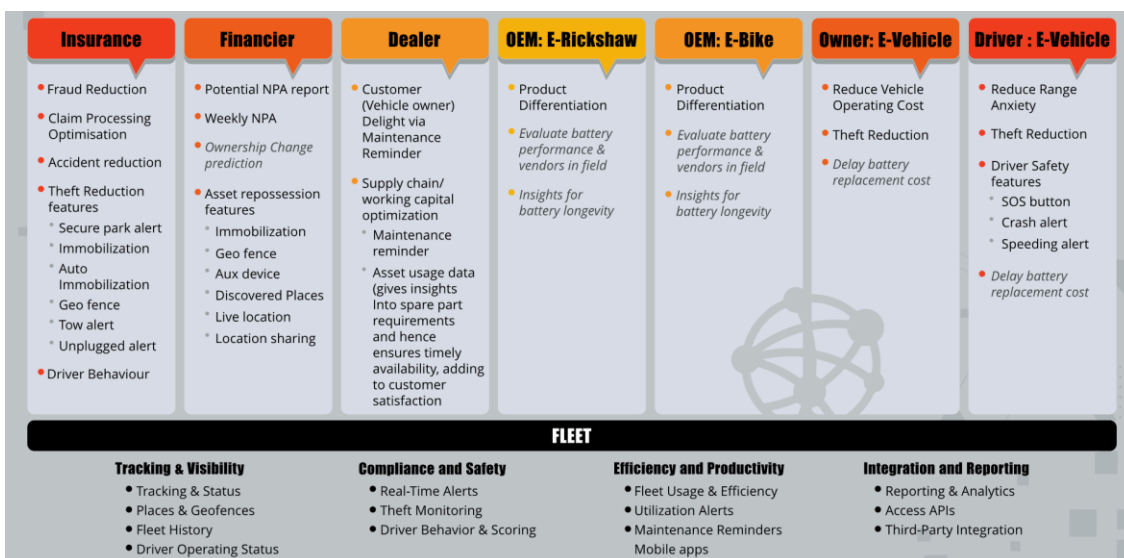
3.1 Poca Tracking Proposed Solution

Poca Tracking focused on delivering IoT solutions, with major focus on Automobile sector. Globally we have 13Mn+ Devices on the network and some of the Tier 1 OEM's are our clients from connected car/vehicle programs. Our Global Sim can roam to 180+ countries across globe and can be used for all export vehicles.

3.1.1 Solution Benefits to Customer

Poca Tracking solution delivers several benefits to different stakeholders like Insurers, Financiers and OEMs. The proposed solution is targeted towards EV OEM, Owner or Driver of the EV.

Refer to the Value proposition matrix below:



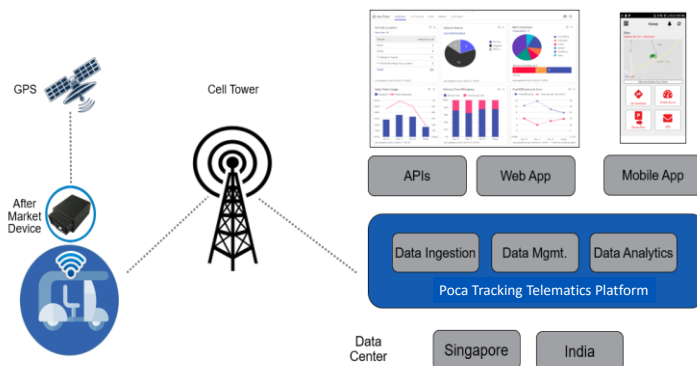
3.2 Proposed Solution Poca Tracking Feature List

Poca Tracking Feature List*			
Tracking and Visibility	Compliance and Safety	Efficiency & Productivity	Reporting
Location Tracking Trip History Distance Covered Live Tracking Places and Geofence Battery Voltage Live Location Sharing	Real Time Alerts Over speeding Idle Time Crash Dwelling Geofence violation Events and Reports Unplugged device Low battery Theft Monitoring Remote immobilization Tow alerts Secure Park Driver Behaviour and Scoring Driving Events Reports Driver Scoring Reports	Vehicle Usage and efficiency Utilization Maintenance Reminders Mobile App	Vehicle Report Trip Data Utilization Usage trends Analytics Discovered places

*Indicates the important features available. For the full set refer to Poca Tracking User Guide.

3.3 Proposed solution Architecture

The solution will involve pushing the vehicle data from the IoT device to Poca Tracking cloud system. The CUSTOMER would also use Poca Tracking to administer and monitor their vehicles and would be using the Whitelisted Web Portal as well as the Mobile applications (B2B, B2C).



3.4 Poca Tracking Sample Reports

3.4.1 Trip Reports

Dashboard Map Events Reports Setup Accounts

REPORTS Vehicles Toggle Filters Download

Report* Vehicles Trips Report

Time period* Weekly

Date* September 16, 2018 → September 22, 2018

Asset Erickshaw_2550

Vehicle ID: Erickshaw_2550 | Period: Sep 18, 2018 - Sep 18, 2018 | Distance: 225.87 km | Trip Duration: 20 h 39 min | Night Time: 3 h 22 min 26 sec | 153 Segments

#	START TIME	END TIME	TRIP DURATION	NIGHT TIME	START LOCATION	END LOCATION	DISTANCE	EMPLOYEE	IDLE %
28	Sep 16, 8:05 AM	Sep 16, 8:15 AM	9 min 26 sec	0	28.6737, 77.36...	28.6693, 77.35...	1.24 Km	-	8.48%
29	Sep 16, 8:20 AM	Sep 16, 8:24 AM	4 min 53 sec	0	28.6693, 77.35...	28.6737, 77.36...	1.17 Km	-	8.19%
30	Sep 16, 8:39 AM	Sep 16, 1:06 PM	4 h 27 min 38...	0	28.6737, 77.36...	28.6870, 77.37...	15.84 Km	-	60.26%

3.4.2 Immobilization Reports

Dashboard Map Events Reports Setup

REPORTS Vehicles Toggle Filters Download

Report* Immobilization History Report

Time period* Monthly

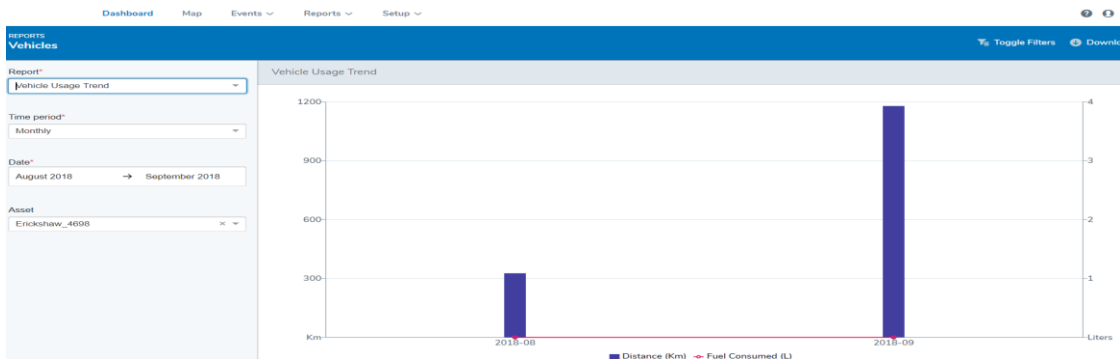
Date* August 2018 → September 2018

Asset Erickshaw_4698

EVENT	ASSET ID	DRIVER	TIMESTAMP	LOCATION	USER
Immobilized	Erickshaw_4698	-	Aug 23, 4:24 PM	-	bahubalrickshaw2018@gmail.co...
Mobilized	Erickshaw_4698	-	Aug 23, 4:27 PM	-	bahubalrickshaw2018@gmail.co...



3.4.3 Vehicle Usage Trend



4 Proposed Device Specifications

4.1 Scope and Rights on IoT Device Services

- Poca Tracking will identify, procure and ensure compatibility of IoT device
- Poca Tracking shall not be responsible for either installation or removal of the device
- Poca Tracking shall not be responsible for performing any field services or repairs on the device at any onsite customer/ end-user locations. It would be done by the respective device vendors as per the MSA.

4.2 Device Features



- IP65 dust and waterproof
- Vehicle battery protection
- Remote cut-off (petrol/power)
- 9-90V voltage range
- SOS button (optional)
- Tracked by: SMS, APP, Web
- Multiple alarms

Water-resistant to ensure stable operation in tough environment
Compel the vehicle to stop by breaking off the fuel connection
Wide operating voltage applicable to all types of vehicles
Thumb sized button allowing urgent call during an emergency case
Reports location in real time through different interfaces
Instant alert for vibration, over speed, power off, geo-fence
Location uploaded following fixed distance, time interval, pre-set com



GSM Specification	
GSM frequency	850/900/1800/1900 MHz
GPRS	Class 12, TCP/IP
Memory	64Mb
Phrase error	RMSPE<5,PPE<20
Max output	GSM850/GSM900:33±3dBm

GPS Specification	
GPS chipset	MTK high sensitivity chip
Frequency	L1,1575.42MHz C/A code
GPS channel	66
Location accuracy	<10 meters
Tracking sensitivity	-165dBm
Acquisition sensitivity	-148dBm
TTF (open sky)	Avg. hot start≤1sec Avg. cold start≤35sec

Function & Package	
Dust-waterproof level	IP65
Battery	450mAh/3.7V Li-Polymer battery
Working voltage/current	9-90VDC/7mA
Standby time	70 hours
Working time	5 hours
Operating temperature	-20°C~ 70°C
Device weight	62.5g
Device dimension	78.0(L)*67.0(W)*16.0(H)mm

5 Poca Tracking Support Process and Service Level Objectives for IoT Solution

5.1 Scope of Support

- Poca Tracking will be only responsible for providing support and managed services of the software solution for the fleet tracking system to the extent developed by it.
- All L1 and helpdesk support will be in scope of CUSTOMER and will be directly handled by them.
- The IoT Solution related support will be only provided for a period of maximum of one year from the date of procurement of device.
- End User shall have to comply with the use of rights notices and policies and it will be responsibility, liability and accountability of CUSTOMER.

Refer to **Annexure A** below on the Support Engagement Process



6.1 Warranty

- **Hardware Warranty:** Poca Tracking warrants each product and its aggregates and components thereof, supplied by Poca Tracking to be free from defects in material and workmanship during the warranty period of two years (24 Months) under normal use subject to the following conditions:
 - a) This warranty does not cover and shall be void for defects or damages resulting from casualty, accident, transportation, misuse or abuse, neglect, alterations, service or repair by other than Aeris or its authorized representative, improper installation, water damage or any other liquid or gel, high voltage, tamper, operation or maintenance, improper connections, act of god or other causes not arising out of defects in materials or workmanship. Aeris is not responsible for damage to or loss of any kind, person or property whether it occurs during warranty or other repair service.
 - b) Normal ageing, deterioration or rusting of plated parts, paint coat, rubber parts, plastic parts, parts as a result of normal wear & tear will not be covered under warranty.
 - c) Misuse of SIM is libel to legal action. Data losses may occur due to network congestion at the end of GPRS service provider. Aeris will not be liable for same.
 - d) During the period of warranty, Poca Tracking obligation shall be limited to repairing or replacing free of charge such part or parts of the supplied product, which on examination shall be deemed defective in the opinion of Poca Tracking or its Authorized Representative. Such defective part or parts which have been replaced shall become the property of Poca Tracking.
 - e) Repair or replacement will be carried out at the location defined by Poca Tracking only which will be in the region. The customer will need to pay for courier charges.
 - f) The repair or replacement will be carried out at the earliest and within 7 working days of report of problem.
 - g) In-case a product is found damaged due to any external factors, misuse etc. the cost of repair will be billed over the estimated charges provided herein.

Disclaimer of Warranties. Except for the express warranty herein, Poca Tracking makes no other express or implied warranty or representation, whether oral or written, and disclaims all other warranties, including any implied warranties of merchantability, satisfactory quality, fitness for a particular purpose, non-infringement or quiet enjoyment as well as any warranties arising by law, out of course of dealing or by usage of trade. Poca Tracking will have no other obligation with respect to the device or its installation, including any claim that the device or its installation in customer equipment (a) voided or reduced any manufacturer warranty for the equipment, (b) damaged the equipment or reduced its value, or (c) caused damage to any other equipment, system or property of customer or any third party.

Limitation of Liability. In no event, shall Poca Tracking liability exceed the amount of any actual damages up to the fees paid under the services component of this proposal within the 12 (twelve) months period immediately preceding the events giving rise to the claim.

ANNEXURE: A

SUPPORT PROCESSES & SERVICE LEVEL OBJECTIVES (SLO)

The following support provisions and services apply to the support provided by Poca Tracking to customer.



INTRODUCTION AND DEFINITIONS

1. INTRODUCTION

The purpose of this document is to summarize and describe the support that Poca Tracking will provide to customer and its End-Users that are using Services and the process for engaging with Poca Tracking support resources.

1.1 Definitions

- **Available** or **Availability** means that customer and its End-Users can access and use the Services.
- **Down** or **Downtime** means any period of time during which the Services are not available for reasons attributable to Poca Tracking.
- **Emergency Maintenance** means change management activities that are time sensitive and cannot tolerate the lead times associated with standard Maintenance. This includes, by way of example, actions to resolve a major IoT Service incident or to avoid an impending IoT Service incident or a change designed to secure the Services.
- **Help Desk** means the Customer's support organization available to End-Users to help with issues regarding the operation and use of the Services
- **Incident** means an unplanned interruption to Services, or a material reduction in the quality of Service.
- **Maintenance** means all change management activities performed on the Poca Tracking systems used to deliver Services. This includes, by way of example, software upgrades, feature updates, bug fixes, updates arising from Support Requests or as part of Emergency Maintenance, database changes, and back-end system changes.
- **Maintenance Window** means the period during which Maintenance is conducted.
- **IRT** means the Initial Time to Respond after receiving a Support Request.
- **Proactive Problem Notification** means notification to assigned contacts of any Severity Level 1 or 2 service impacts known to Poca Tracking.
- **Query** Any doubts/clarifications sought by Customer and its End-Users
- **Support Request** means a request opened by Customer by email as provided in Section 4.2 below that identifies an Incident/Query/Request being experienced by Customer or its End-Users.
- **TAT** Turnaround time to resolve a Support Request



2. SUPPORT ENGAGEMENT PROCESS

- 2.1 **Overview** : The parties intend that Customer will be the first point of contact for its internal Customer users or for its End Users seeking support for the IoT Services or Customer Services. Poca Tracking will provide “train the trainer” training to Customer personnel in the design, operation and use of the IoT Services, systems and processes as agreed in a Statement of Work. Customer will then provide training, if applicable, to its personnel so that Customer will be able to resolve most issues at the “Tier 1” level without escalation to Poca Tracking.
- 2.2 **Customer Support Team** : Customer will ensure that its personnel responsible for engaging with the Poca Tracking support team have appropriate training in the design and operation of the IoT Services and Customer Services and in the interaction of the IoT Services with the Device hardware used by Customer or its End Users. Customer will provide to the Poca Tracking support team an operational central point of contact and escalation points of contact (ideally the leadership team for Tier 1 support).

2.3 Roles & Responsibilities

Roles	Responsibilities	Mode of communication
Customer Helpdesk	<ol style="list-style-type: none"> 1. Customer Helpdesk will receive query/incident/request from End-User and will be the End-User interface 2. End-User account administration 3. Solution feature and workflow guidance 4. Capture the problem statement/context and End-User details 5. Perform initial triage 6. MOP based Troubleshooting for connectivity issues (SMS command) 7. Responsible for opening and closing the ticket with Poca Tracking 8. Handle End-User request, respond with specific reports/logs 	<p>Customer’s Helpdesk No.---</p> <p><To be provided by customer/Sales team></p>



Poca Tracking	<ol style="list-style-type: none"> 1. Poca Tracking will receive query/incident/request from Customer Helpdesk. 2. Open an automated ticket via email sent by Helpdesk 3. Proactive Infrastructure and Platform Operational Monitoring 5. Resolve problem tickets, issues, queries and requests 6. Identify change requests 	Email: support@acris.net
---------------	--	---

- 2.4 **Device Hardware.** Unless otherwise agreed in an Ordering Document, Customer will have responsibility for addressing all issues related to Device hardware, including equipment exchanges or field service, and will work directly with the Device hardware supplier to escalate issues or to request additional Devices.
- 2.5 **Connectivity and SIMs.** Unless otherwise agreed in an Ordering Document, Customer will have responsibility for addressing all connectivity and/or SIM related issues with the wireless provider(s) used to access the Poca Tracking IoT Services.
- 2.6 **Escalation to Poca Tracking.** For all support requests that Customer reasonably believes relates to an issue within the Aeris Span of Control and that Customer Tier 1 personnel cannot resolve on their own, Customer will open a Support Request Ticket with Poca Tracking as provided in Section 2.3 above. When opening a ticket, Customer will provide all relevant information that Poca Tracking may require (i.e., description of issue and conditions at the time of the incident, time of occurrence, steps already taken, Devices impacted, good faith estimation of the probable Severity Level, etc.).
- 2.7 **Communications to End Users.** Customer will have the primary responsibility for notifying internal personnel, its customers and End Users of service issues, maintenance activities, the requirement to implement patches or updates, and other updates to or information about the IoT Services.

2.1 Support Process

Severity Levels. Poca Tracking assigns each ticket a Severity Level that controls its priority for resolution by the support team. Determination of Severity Level is based upon a combination of the perceived impact and urgency. If customer disagrees with the determination of the assigned Severity Level or whether the issue is within the reasons attributable to Poca Tracking account, the parties will consult on the appropriate designation and ownership. Severity Levels are defined using the criteria in the following table.



Severity Level	Definition
Severity Level 1	Critical Outage – Situation resulting in the platform and infrastructure service being unavailable or rendered unusable for more than 50% of customer End-Users and other similarly situated users. Example: web portal for the IoT Service is not available, APIs do not work, trip report not generated
Severity Level 2	Major Outage – Situation where (a) the IoT Service is partially or intermittently unavailable for more than 10% of Customer End-Users and other similarly situated users (b) there is a major impairment of system performance, or a hazardous condition threatening Availability, or (c) End-User care ticket counts or trends that indicate a possible system issue. Example: portal functionality is operating slowly or inconsistently, or data is inaccurate or missing, trip report not generated
Severity Level 3	Minor Outage – Situation where there is a minor outage or partial loss of service that either (a) impacts a portion of a service for multiple customer End-Users but which is noncritical or that has a minor impact on functionality or (b) affects only a single customer End-User or small group of End-Users in a relatively minor way. Example: trip reports are slow to complete and load, or defining alerts for Devices does not complete or completes slowly
Severity Level 4	Issues Not Impacting Services – Situation involving a ticket opened to request help with using features or to request help for an issue that doesn't impact the Services.

3. MAINTENANCE GUIDELINES

3.1 Scheduled Planned Downtime and Maintenance Windows

Poca Tracking takes those actions that are necessary to maintain its systems, networks and services and schedules regular windows for Maintenance activities, which may be daily, weekly or monthly. Poca Tracking will make reasonable efforts to schedule planned Downtime and Maintenance activities to minimize the impact to Services during the core business hours of customer, but customer understands that Poca Tracking platforms are deployed globally and it may not be possible to avoid maintenance activities during such hours.

Where applicable to any Services being provided, Poca Tracking will notify customer of regularly scheduled Maintenance windows, including the expected duration of any Downtime and a description of impact during the planned activities, via email one calendar week before the scheduled Maintenance window. If Poca Tracking needs to change the time or duration of a regularly scheduled Maintenance, it will notify customer in writing.

Poca Tracking may extend scheduled Maintenance windows for reasonable periods as necessary to properly complete and verify change management activities, and will use reasonable efforts to notify customer of such extensions and their expected impact on Services.



Where applicable to any Services being provided, Poca Tracking will notify customer via email within 24 hours of completing any Maintenance activity.

3.2 Emergency Maintenance

Poca Tracking may perform Emergency Maintenance as it deems reasonably necessary to protect or repair its systems and services. Where applicable to any Services being provided, Poca Tracking will provide to customer as much advance notice as reasonably possible of any Emergency Maintenance.

4. SERVICE LEVEL OBJECTIVES-SLO :

4.1 Poca Tracking SLAs are built around our service level objectives

Severity	Initial response time (<)	Time to Resolve (<)	Note
1	30 minutes	4 hours	Service Restoration
2	30 minutes	6 hours	Service Restoration
3	2 business hours*	5 business days	For issues that require a software fix or network change, a plan to address the issue will be provided within 10 business days.
4	4 business hours*	5 business days	

* Saturday/Sunday: Next business day

** The above timelines exclude the number of days taken by customer in providing the requested Information by Aeris team, for further analysis and investigation of the problem.

Note : All the clarifications/queries/information related to platform design, platform architecture and performance of the system are outside the preview of support process and needs to be raised to Solution Engineering team.

RCA (Severity 1 and 2)	Time (<)
Final	5 business days after resolution

Metric	Service Level Objective
Service Availability	95.0%
Proactive Incident Notification – Severity 1 and 2	< 30 minutes from Incident confirmation
Service Impacting Maintenance Window Notification	>= 1 calendar week in advance



5. Support Business Hours

Service	Hours
Severity 1 and 2	8 x 5 (9:30 AM IST – 17:30 PM IST M-F excluding holidays)
Severity 3 and 4	8 x 5 (9:30 AM IST – 17:30 PM IST M-F excluding holidays)

6. GSOC Contact Method

Customer can contact to Poca Tracking support via below mail Id for ticket creation.
[support@aeris.net](mailto:support@ aeris.net)

7. Ticket Life Cycle – Poca Tracking GSOC

Cases escalated to GSOC

- Case acceptance {IRT- Initial Response Time}
- Case assignment
- Initial triage and priority/severity assessment
- Issue review, interpretation, clarification
- Validation and duplication as necessary
- Resolution or escalation to high support tiers
 - Ongoing case management throughout
- Constant customer communication

8. Ticket or Issue Details

For Poca Tracking to properly troubleshoot the reported problem, the following information is essential:

Customer Name: <XXXX>
Device ID/Serial number: <ABC>
Customer Asset ID(Vehicle ID) : <ABC >
Evidence of the problem (i.e. Screen shots,logs,reports,etc):
Service Request Type: Priority: P4/P3/P2/P1 : Low/Normal/High/Urgent (customer Priority)
Case Description: <Describe the issue>
Comments: < If Any>

9. ESCALATION PATH

If a level 1 or 2 incident is in progress and the Poca Tracking response times listed above for a severity 1 and severity 2 incident are not met, CRSL may use the following escalation path

