RFGEN MANAGED UPGRADE SERVICE

Avoid security risks and accelerate your return on investment with RFgen Managed Upgrade Service.

KEY BENEFITS

▶ Reduces risk with upgrade procedures based on the current architecture design

▶ Performs upgrades using highly skilled professionals who are experts in RFgen technologies

▶ Minimizes business disruptions, which follows documented best practices

▶ Delivers service around the world

▶ Takes advantage of configuration management tools such as RFgen Mobile Development Studio

THE CHALLENGE

To continue to operate at peak performance, take advantage of the latest features, and avoid security risks, organizations need to stay current on their RFgen data collection software. Implementing and managing new technology requires time and skilled resources. However, many organizations might not have the internal resources and expertise to perform the upgrades to RFgen standards and best practices. Some organizations choose to have those resources assigned to higher value projects.

THE SOLUTION

RFgen Managed Upgrade Service is a remotely delivered software upgrade service for installed and configured RFgen systems. It helps to make sure that you have access to the latest RFgen software features and benefits. Request your Upgrade Quote today from your Regional Account Manager.

RFgen quickly and cost effectively performs a system health check by reviewing your current software version and apps, to create a success plan for upgrading to the current version. This diagnostic look at your database and code, will illuminate any potential upgrade issues and help resolve them. Our Managed Upgrade Service keeps your RFgen system maintained in an optimum state, minimizing business disruption and maximizing operating performance.

WHY RFGEN MANAGED UPGRADE SERVICE?

▶ **Simple:** a streamlined support model to keep your RFgen software up-to-date.

▶ **Best practices:** required system software upgrades and configurations performed according to RFgen best practices with minimal impact to your storage environment.

▶ **Peace of mind:** confidence that your RFgen software is up-to-date, optimized and operating with all the latest features.

RFgen®

SERVICE SCOPE

The standard managed upgrade process is an optimum package for code review and any modifications includes 16-hours of RFgen consultant time to help you, in addition to a project manager to coordinate the steps. The managed upgrade process includes the following and is orchestrated on your teams' timeline:

1. REVIEW AND DESIGN

▶ The RFgen support team will work with your IT team to get a copy of your existing RFgen database and code from your RFgen server.

▶ Then, the RFgen tech team will run your current RFgen version through the upgrade analyzer in our support center.

▶ Next, our support team will review all your apps to see if there are any problems on the front end. This health checker will identify minor or major issues that need to be addressed to optimize your upgrade.

▶ Any app modifications required will begin with the 16-hours of consulting time included in this proposal. If more time is needed over the 16-hours to resolve your upgrade to the new version, then RFgen will provide an additional estimate to finish the upgrade process.

2. PROJECT EXECUTION

Once the upgrade is confirmed at the RFgen support center, a verified, upgraded version will be returned to you for testing.

▶ The upgrade should be set up on a RFgen test server for testing prior to moving it to production. This can be accomplished by obtaining a trial server license for your upgraded server. Once testing is complete and you are ready to go live with your upgraded server, you should contact RFgen's support for a permanent license. This will require documents stating that you intend to decommission your previous server once the transition is complete.

▶ With a test or second production server license for upgrades, you have the ability keep your existing production server in place while testing – choosing to roll over portions of your RFgen production users a few at a time or all at once. After the upgrade process is complete, you can also use the second production sever as a load balancing server for

back up. Temporary production servers can be accommodated for a period of approximately 60-days while the upgrade process is completed.

3. UPGRADE VALIDATION

Testing and validation that the upgrade was performed successfully prior to pushing it to production.

Many of our customers ask us to help them "modernize" the RFgen user interface to make the best use of new mobile hardware and to also make it look and operate like today's mobile apps. An optional quote for modernization work can be assessed during the upgrade process.

3. PROJECT CLOSEOUT

Once the upgrade is complete, the customer will receive a standard sign-off form, as with other consulting projects. Total calendar time, the managed upgrade may take several weeks to complete depending on the total scope and resource availability from RFgen and the customer.

GET STARTED TODAY

To learn more about how RFgen can help you assess, deploy and maintain optimal performance in your RFgen environment, contact your local RFgen representative for your personalized Upgrade Quote.

ABOUT RFGEN
YOUR TOTAL SOLUTION PROVIDER

Gain greater business value from your investment. Whether you're planning your next-generation data center, need specialized know-how for a major storage deployment, or want to optimize the operational efficiency of your existing infrastructure, RFgen Services can help.

Since 1983, we have become the industry leaders for supply chain barcoding solutions using our mobile app development platform. Our global network offers worldwide support for complete end-to-end mobile data collection solutions. We not only provide robust mobile supply chain software; we also offer a complete end-to-end mobile data collection consulting and mobile computing hardware.