



i3 INTERNATIONAL INC. CMS ORDER FORM (PURCHASE / PILOT)

All information in this document to be filled out and completed as much as possible.

PROJECT NAME / CMS PROJECT #	[Fill by i3 RSM / Project Manager]

This CMS Order Form will be used for: <input style="width: 150px; height: 20px;" type="text"/>	If Pilot, please see the attached Proof of Concept document
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END USER INFO

Company Name:		
Contact Name:		
Address:		
City	State/Prov.:	Zip/Postal Code:
Phone:	Email:	
Cell:		
Type of Business:		

CERTIFIED PARTNER (INTEGRATOR / DEALER) INFO

Company name:	<input type="checkbox"/> Integrator	<input type="checkbox"/> Dealer
Contact Name:	Email:	
Phone:	Cell:	

i3 INFO

RSM Name:	Email:
Ext#:	Cell:
Project Manager Name:	Email:
Ext#:	Cell:
Projected number of sites:	Projected start date: (MM/DD/YY)
Current SRX-Pro Software Version:	Projected finish date: (MM/DD/YY)
If Other:	

Customer initial:

Certified Partner initial:

i3 initial:

TECHNICAL INFO

A) CMS Server will be hosted by _____

(Note: If you select i3, please proceed to question E)

B) CMS Server will be provided by _____

C) SQL Server will be provided by _____

D) CMS Server will setup at _____

E) Has customer been informed of port setting? (Please see appendix 1) _____

F) Has customer been informed of the need for remote access to both the CMS and i3server? _____

SPECIAL NOTES

Customer initial:

Certified Partner initial:

i3 initial:

CMS Modules

Please select the modules below: (further explanation refer to Appendix 2)

Modules	Description
<input type="checkbox"/> CMS-DC	Door Count (DC) (Analysis of adults, couples, children, direction, true customer, etc)
<input type="checkbox"/> CMS RC	Region Count (RC) (Includes dwell analysis, wait analysis, heat mapping, etc)
<input type="checkbox"/> CMS-Reports	Includes a suite of powerful reports and graphs
<input type="checkbox"/> CMS-RB	Rebar Suite (basic POS exception reporting)
<input type="checkbox"/> CMs-IR	Incident Reporting** (centrally identify, analyze, record, and distribute any activities)
<input type="checkbox"/> CMS-HM	Health Monitoring (real time health monitoring)
<input type="checkbox"/> CMS-SA	Site Audit (allows for secure inspection of records, assets, and procedures)
<input type="checkbox"/> CMS-AC	Alert Center for the Video Pilot Matrix control center Console only. (Guard real time monitoring – analytics and sensor trigger driven)

Customer initial:

Certified Partner initial:

i3 initial:

APPENDIX 1

PORT Requirement:

Port Number (TCP)	Direction of Traffic	Description
1000	From DVR/NVR to CMS Server	Data out to CMS Server
1433	From DVR/NVR to CMS Server	PACDM SQL data out to server
13225	From CMS server to Site DVR/NVR	Site audit video
13226	From CMS server to Site DVR/NVR	Site audit video
17221	From CMS server to Site DVR/NVR	Main Control for SRX Pro and CMS
17222	From CMS server to Site DVR/NVR	Live view and search from SRX and CMS
48021	From CMS server to Site DVR/NVR	Back up port (video)
48022	From CMS server to Site DVR/NVR	Back up port (video)
48023	From CMS server to Site DVR/NVR	Back up port (video)
5900	From CMS server to Site DVR/NVR	VNC
5111	From CMS server to Site DVR/NVR	Only used if DVR talking to POS server. Rarely used, not required unless specifically requested.
7500	From Client (SRX Pro Remote) to DVR (SRX Pro Server)	PAC Download Database Port

Following information may required for u-host Customer

Web CMS be access by IP or Hostname:

Following Email Server information

- mail server:
- mail Type:
- SMTP Port number:
- Username:
- Password:
- email Address:

Customer initial:

Certified Partner initial:

i3 initial:

APPENDIX 2

CMS Specifications and Functionalities

The first module of the CMS is Site Audit. Site-Audit provides health status of i3Server in the fields. A report can be generated from Site-Audit alerts from any i3Server.

- CMSWEB Conversion rate above 100%
- CMSWEB Door count 0
- CMSWEB POS data missing
- DVR Backup completed
- DVR Backup started
- DVR Backup stopped
- DVR Control activated
- DVR Frame Rate Changed
- DVR HASP Expired
- DVR HASP Unplugged
- DVR HDD format completed
- DVR HDD format started
- DVR is off-line
- DVR Not recording
- DVR Partition added
- DVR Partition dropped
- DVR Resolution Changed
- DVR Sensor triggered
- DVR Storage setup changed
- DVR System shutdown
- DVR System started
- DVR Time Manually Adjusted
- DVR User added
- DVR User logged in
- DVR User logged out
- DVR User removed
- DVR Video Loss
- DVR Video Recycling Began
- Insufficient Disk Space for Backup
- Setup configuration changed
- Unstable Video Signal

In addition, Site-Audit allows users to perform remote live viewing. This feature becomes more effective with mapping.

BAM – Business Activity Monitoring

Dashboard

- Dollar per opportunity
- Conversion
- Sales
- Transactions
- Average Transaction Value
- Opportunities (Traffic)
- Unconverted Potential Dollars

Business Analytic

- Score Card – Week at a Glance
- Conversion rate – hourly, daily, weekly, week to date, month to date, or year to date
- Customer traffic – hourly, daily, weekly, week to date, month to date, or year to date
- Average Sales by hour – hourly, daily, week to date, month to date, or year to date
- Average Customers by hour
- Sensor reports – hourly and daily

Traffic Analysis

- Distribution - week to date, month to date, or year to date
- Dwell Time - hourly, daily, week to date, month to date, or year to date

Customer initial:

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i3 initial:

Rebar - Retail Exception Base Analytic Reporting

This report provides data and video on the following: Returns, Void, Cancels, No Sales, and Discount

Incident Report

This report provides data and video on the Incident Report

CMS Alert Center:

This will provide real time monitoring – analytics and sensor trigger driven.

CMS Reports

A module that generates reports base on the types of alerts to be sent out via email or CMS web interface.

Configuration Management

A module allows administrators to manage the CMS Server – Fiscal Year, Calendar Event, LDAP settings, Site Administration, User Administration, User Groups, and Recipient Management.

Hardware Configuration

Hardware configuration of CMS comes into two main categories – local and remote server enterprise. Local environment consists of i3Server, cameras (IP and analog), power supply, switches, and PACDM (point of sale card access data management). At a local level, this is where the recording occurs, intelligent processing – video analytic, and data transfer. Four main data are collected: door count, region count in front cash register and customer service area such as deli counter, and the transfer of these data video analytic and POS from PACDM to CMS server – SQL.

Server enterprise consists of CMS sever ready to receive data from the i3Server in the field. CMS server runs on Window Server 2008 and SQL. Further details of the hardware information are in CMS FAQ.

Customer initial:

Certified Partner initial:

i3 initial:

i3 INTERNATIONAL RESPONSIBILITIES FOR CMS SERVICE

i. Description

Central Management Software (CMS) brought with it new dimensions in retail management. Through the intelligent usage of algorithms, pattern and trend targeting calculations, i3's provides customers with multi-level data correlations to help identify loss and theft in their businesses. i3 utilizes video technology that offer a complete solution to any market sector; retail, industries, institutions, or banks. CMS is designed to accurately predict retail consumer behavior and enable retail professionals to benefit from understanding that behavior and allow them to extend their relationship with their customers. To achieve this functionality, i3's engineering team will use the in-house Video Analytics module that includes proprietary features such as VideoLogix® (human tracking), VisionCount® (drive-through and door counting), Queue Time (service timer), and Object Detection database. By utilizing the CMS advantage, i3 customers can form effective strategies to improve their Key Performance Indicators and follow retail business best practices.

ii. Instructions for client usage when Self hosting (U-HOST) or i3 International-Hosting (i-HOST)

- Provide installation and usage instructions for the database server and the CMS application for both Server and Web including:
 - User administration, their groups, rules and access
 - Site administration, the metric and goals for individual and groups of sites
 - The definition of individual groups of sites
- Provide detailed set-up instructions for the HVR/NVRs and cameras used in conjunction with above application as required for site administration
- Provide training regarding the use of the above application

iii. Performance and service goals for i3 International-Hosting

- Responsible for no less than 99.5% uptime per year of the database server
- Responsible for backups occurring once a day
- Responsible for securing data mined and transferred to the server, detailed in section v. Security below
- Responsible for monitoring level as requested, selected, approved contractually and paid for by the client unless monitoring is specified as not paid for and/or requested, selected, approved contractually. Selection is detailed in section iv. Monitoring below

iv. Monitoring – i3 International-Hosting

i3 International responsibilities for monitoring client server consists of ONE of the following sections:

a. Basic monitoring agreement

- Provide information on health status and system's conditions if changed during previous 24 hours
- Provide email to clients no later than 9 AM Eastern Standard time
- Ensure notification of client by phone call of server-related exceptions
- Provide case-by-case support and communication schedule for resolution of server and non-server related incidents

b. Maintenance and Monitoring agreement

- Provide information health status and system's conditions if changed during previous 24 hours
- Provide email to clients no later than 9 AM Eastern Standard time
- Ensure notification of the client by email or phone call of non-server related equipment incidents (i.e. camera defects, settings issues, etc.) and upon resolution of incident
- Ensure notification of client by email or phone call of server-related incidents
- Provide case-by-case support and communication schedule for resolution of server and non-server related incidents
- Ensure first-in-line priority in technical support queue
- Ensure email reports are also sent to live support for monitoring and maintenance purposes

v. Security provided through i3 International-Hosting (I-HOST)

i3 International is responsible for the following security concerns:

a. Software Security

- Ensure that data is encrypted between host and guest
- Ensure that it is PCI compliance
- Ensure that Database's information is secured via user management security
- Ensure that Web access is also secured via user management security
- Provide protection from threats as following:
 - Hacking – ensure that server is secured and ports are monitored
 - Ensure access is protected via complex user management administration

Customer initial:

Certified Partner initial:

i3 initial:

- Monitor for malware and viruses by implementing appropriate anti-virus software -- in case of malware, viruses and hacking, what are the required steps that we should take?

b. Hardware security

- Ensure building is secured and physical access to the servers is limited to only personnel with express permission/responsibility for maintaining and/or monitoring servers and related equipment
- Ensure that Servers are climate controlled, free from airflow obstructions and otherwise maintained in accordance with hardware environmental requirements

vi. Communication policy

Provide automatic notification of license expiry through email/phone call/CMS web client 1 month prior to expire date

1. Responsibilities for Self Hosted system (U-HOST)

- i3 is NOT responsible for maintaining the database server and the back-up of its data.
- i3 is NOT responsible for all hardware components and its functioning including but not limited to:
 - i3 is NOT responsible for server location is secured and physical access to the servers is limited to only personnel with express permission/responsibility for maintaining and/or monitoring servers and related physical equipment
 - i3 is NOT responsible for servers are climate controlled, free from airflow obstructions and otherwise maintained in accordance with hardware environmental requirements
- i3 is NOT responsible for the network infrastructure and security including but not limited to :
 - i3 is NOT responsible that Web access is secured via user management security
 - i3 is NOT responsible access that is protected via complex user management administration
 - i3 is NOT responsible for server security and ports are monitored
 - i3 is NOT responsible for malware and viruses
- Customer is responsible for the uptime of the connections and communications between the i3Server and the CMS server
- i3 is NOT responsible for unforeseeable damage to the server at the client's site. If the server is the property of i3 International, it is the responsibility of the client to keep the server in good, working condition. Any damage to the server due to any unforeseeable reasons will be chargeable to the Customer in full for the value of the server's hardware.

5. Excess Data Upload and Download Fees for I-HOST

The maximum upload and download transfer space provided to you at no additional charge is [50 MB] per account. If the amount of transfer storage required exceeds these limits, you will be charged the then-current storage fees. A charge of \$10 per MB will be applied.

Customer initial:

Certified Partner initial:

i3 initial:

SUPPORT POLICY FOR CMS – DEALERS / INTEGRATORS

I. OVERVIEW

• **Support Policy Agreement** – i3 International Inc. (i3) shall provide the services described in this Support Policy, so long as the Dealer/ Integrator has a valid CMS Agreement with i3. Capitalized terms that are not defined in this Support Policy shall have the same meaning specified in the Support Agreement.

• **Unlimited Access to i3 Systems Online Service Center** – Support plan Dealer/ Integrators can access i3's Website for help 24 hours a day, seven days a week.

- Direct technical support Monday to Friday from 8:30 AM to 8:30PM Eastern Standard Time
- 24 hour support with email to support@i3international.com outside of the Monday to Friday and will response within 2 hours.
- VPN and Logmein 24 hours with the consent of client

On the Website, Dealer/ Integrator can obtain the latest product and technical bulletins, download software updates, and obtain product release information. The Online Service Center may be down periodically for administrative and Support Policy purposes, Planned Support Policy activities will be communicated to the Dealer/ Integrator in advance.

• **Software Releases** – Throughout the term of the contract, i3 will provide the Dealer/ Integrator with updates to upon request, these updates are provided at no additional charge during the term of your contract and can offer immediate benefits with i3's latest product enhancements.

• **Product Upgrades** – Major i3 product updates and upgrades offering increased product functionality will be provided to you for your covered products at no additional charge at the initial set up stage or before the sign-off completion. Updates and upgrades for host CMS software must be procured by the i3 directly from the host CMS vendor after the sign-off completion.

• **Urgent Technical Bulletins** – it is the responsibility of the Dealer/Integrator to check the bulletin release on i3 website. i3 will notify Dealer/ Integrator of ONLY urgent technical issues through an e-mail broadcast service. Technical bulletins contain important up to date technical and product information will be under i3 media library.

• **E-mail Support** – For non-urgent issues, Dealer/ Integrator can send an email request to the i3 support team (for urgent issues, telephone support is generally the best way to get fast response). i3 will endeavour to respond to e-mail inquiries with prioritized status of the request within 2 business days after receipt. Email should be sent to support@i3international.com.

• **Remote Support:** If the i3 Dealer/ Integrator support staff determines that dial-in support is appropriate and you have an Internet access. Terminal Server, VPN, or WebEx connection can be established, we may be able to connect directly to your computer to assist in problem identification and resolution. Remote support will only begin with the approval of the client and that i3 held no liabilities.

• **Telephone Support:** i3 is just a phone call away if you need help. User/Dealer/ Integrators can call our support team between the hours of 8:30AM to 8:30PM Monday to Friday Eastern Standard time. Technical assistance with i3 products at no additional charge during the term of your contract.

II. Covered Under Support Policy

Subject to the conditions set forth in the Support Policy Agreement agreed to between the Dealer/ Integrator and i3, the following services will be provided by the i3 support department:

“How To” Question Support

The support representative will be available to answer questions on *how* the software is designed to work. On-Line help is currently available for each of the products, but if the Dealer/ Integrators do not feel that the On-Line help was sufficient enough, they are able to call the support line for additional information.

NOTE: By the nature and frequency of the phone calls from a Dealer/ Integrators, the support representative may determine that the Dealer/ Integrator are in need of additional training. At this point, the support representative will notify the Dealer/ Integrator and their account representative of the situation. It will be up to the Dealer/ Integrator and their account representative to agree upon any training that should be provided. Such training will be provided at i3's then current rates. We do not expect the Dealer/ Integrator to use the support line as a training service. This is not fair to the other Dealer/ Integrators that have gone through a training class and have more advanced questions.

i3 Product Patch Fixes

Customer initial:

Certified Partner initial:

i3 initial:

At any time, a Dealer/ Integrator can call the support line and request that the most up-to-date patch fixed version of the product be sent to them. The support representative will work with the Dealer/ Integrator to determine which method of delivery works best. This usually depends on the size of the file(s) that need to be sent, along with the speed of the Dealer/ Integrator's access to the internet versus shipping a new CD.

III. NOT Covered Under Support Policy

The above listed matters are the extent of the Support Policy services provided under the Support Policy Agreement. All other matters will be charged on a time and material basis at i3's then current rates or on an otherwise agreed upon rate between i3 and the Dealer/ Integrator. Matters not included in the Support Policy services, include but are not limited to:

Implementation Questions

If the support representative feels that the Dealer/ Integrator is asking questions that are specific to their business process, the support representative will notify the Dealer/ Integrator that they cannot answer that question without knowing more about their business and that the question is an implementation issue. Then, the support representative will ask the Dealer/ Integrator if they would like them to record the information and pass it along to one of our implementation consultants/ Regional Sales Manager (RSM). An implementation/ RSM consultant will consult with the Dealer/ Integrator in order to come to an agreement on any work that needs to be done which will be governed by a work order and a professional services agreement between the Dealer/ Integrator and i3.

Product Installation/Configuration

The support line will be available for questions related the installation of the software according to the installation documentation included with the product. System specific questions and unique installation requirements shall require the assistance of an Application System Consultant. Services provided by the Application System Consultant are provided on a time and material basis at i3's then current rates.

NOTE: All of our products include documentation on how to perform the installation. Most of the products contain an install script that can be run from within the "base" product.

Upgrades To Customizations before sign-off

If a Dealer/ Integrator has modified the Licensed Program(s), the host CMS system, or any system for which the Licensed Program(s) interface in any way, the upgrade to these modifications will need to be handled on a time and material basis. As part of the Support Policy agreement, the Dealer/ Integrator will receive the upgraded Licensed Programs, but will need to work with their professional services partner to upgrade the modifications on a times and materials basis. Such upgrades or customizations will be charged to the Dealer/Integrator after a purchase order has been signed.

Customer initial:

Certified Partner initial:

i3 initial: