

Continuum

A *Support Plan* for the Connect Virtual Appliance (CVA)

Software and Support Data Sheet

Software

The **CVA** is the software behind [Mobile Systems Intelligence](#) by Connect Inc. It provides end-to-end, unbiased mobile system visibility used for diagnostics, optimization, monitoring and reporting for all mobile deployments.

User Reporting and Monitoring	Diagnostics	Optimization
A complete view of system performance and mobile-user experience	Root cause analysis of latency and wireless system shut-downs.	Delivers the fastest mobile response times.
<p>Mobile User Incident Reporting</p> <p>A “no-client” user interface to instantly report problems to the helpdesk. Records user complaint with the specific details of the mobile transaction to unveil root causes.</p>	<p>Holistic Transactional Analytics</p> <p>Quickly identifies causes of performance defects including latency, disconnects, and host delays by spanning the application, network, and mobile device.</p>	<p>CHOP (Connect Hypertext Optimization Protocol) and HTTP Compression</p> <p>Reliably stabilizes and speeds mobile response times for web transactions without changes to applications, networks, or mobile devices.</p>
<ul style="list-style-type: none"> Centrally configured and managed Does not require device software or application changes Alert options for ServiceNow and other IT Helpdesk support ticket generation Customizable email alerts of critical incidents Logs complaints with mobile system transaction details 	<ul style="list-style-type: none"> Distinguishes between application, network, device and end-user performance Analyze system wide behaviors or individual sessions No changes to application or network, and no additional device software is required Stores transaction data to analyze issues that occurred hours, days, months in the past 	<ul style="list-style-type: none"> Speeds browser page loading to under 1 second Stabilizes and accelerates wireless networks and mobile sessions Reduces data to mobile devices by up to 99% without compression Reduces processing overhead on devices for longer battery life Best for applications with repetitive screen forms
<p>Mobile Systems Data Reporting</p> <p>Automate export of critical data to corporate data visualization tools or use built in dashboard</p>	<p>Data Analysis and Support</p> <p>Built-in tools to access Connect Inc. diagnostic and analytic support.</p>	<p>CRRC (Content Rewrite and Response Control) and Data Reduction for web-based and Telnet transactions</p>
<ul style="list-style-type: none"> Benchmark current performance of end to end mobile system Create and maintain metrics Use built-in dashboard 	<ul style="list-style-type: none"> Upload transaction profile snapshots directly to Connect, Inc. for analysis 	<ul style="list-style-type: none"> Reduces data sent over the network by 75-99% Mitigates application inefficiencies in real-time without changes to application

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Continuum Support Plan

Annual support of the CVA software provided by Connect Inc. under the Continuum plan is certified, quality ISO 9001 software support that includes:

- Telephone and online access to Connect-certified technicians;
- Configuration and set-up of CVA's diagnostics, optimization and reporting and alerts features;
- Mobile system data snapshot review and diagnostic analysis by certified technicians;
- CVA software updates and new feature overviews;
- Training by request.

Support Access

Telephone

2-hour response time Monday through Friday 9 AM to 5 PM (UTC-0600) Central Time.

Direct service support line [\(630\) 717-7200](tel:6307177200).

Online

Online support: <http://mobilesystemsintelligence.com/submit-ticket/>

Send a data snapshot to Connect for review directly from the CVA to

Software Updates

Software updates require CVA access to ConnectRF.com or access to fastsupport.com

Protected, off-site archive of critical system setup.

Diagnostic Session and Analysis Support

Requires snapshot of CVA data sent to Connect online or directly via the CVA.

Unlimited Connect-certified root causes analysis of mobile system performance.

Optimization configuration recommendations available, upon request.

Engineering

Instant escalation of CVA software engineering requests.

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Frequently Asked Questions (FAQ)

Q: Are there causes of mobile downtime and latency that CVA Diagnostics will not detect?

A: The CVA acts as a primary diagnostic tool. It distinguishes between the application, wired and wireless networks, mobile device and mobile user as sources of latency to eliminate “shotgun” troubleshooting, Figure 1.

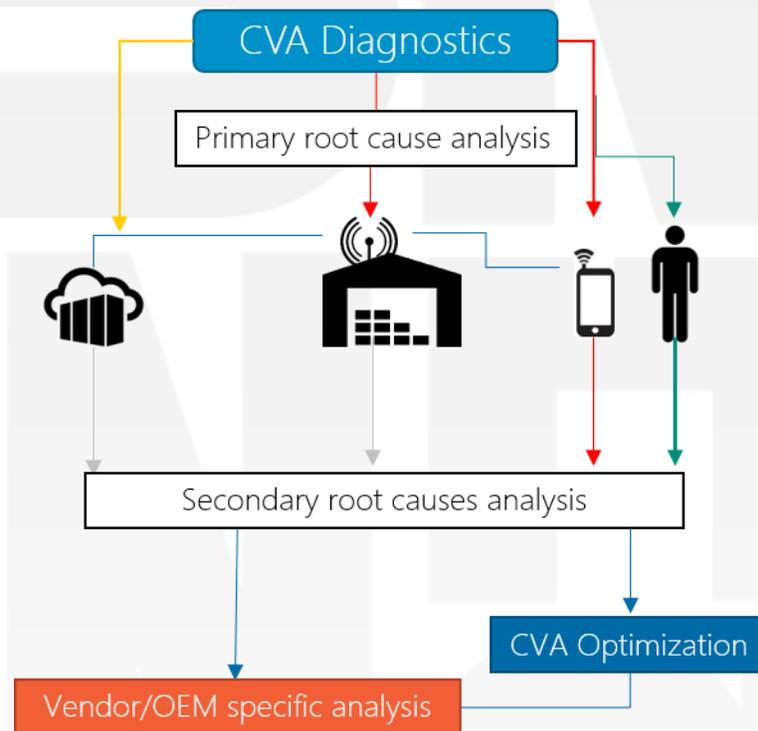


Figure 1: The CVA’s data-set provides a definitive primary root-cause determination of mobile downtime. Armed with the CVA data and analysis tools and a proven troubleshooting process, primary root-cause determination is often followed by the secondary root-cause analysis, which may require vendor-specific diagnostics, or may be resolved with CVA Optimization.

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Q: Does the CVA Mobile User Incident Reporting Tool require an agent on the device?

A: No. The CVA does not require additional software on the mobile computer.

Q: Will there be any visual improvements on the mobile device when CVA Optimization is on?

A: On an individual device there will be a visual improvement in the timing of screen updates, most pronounced on industrial devices utilizing web browsers to connect to the application. Across the mobile population there will be a measurable difference in the uptime experienced by all users. It is recommended that the CVA be utilized to capture a baseline of performance across the entire deployment prior to optimization to accurately determine improvements.

Q: How does the CVA data get converted into customizable graphs and metrics?

A: The CVA summary data set can be configured to automatically export into data visualization and graphing tools such as Microsoft Excel and similar tools. The CVA export is in the form of an .xml or .csv file to a specified location on the customer's network. The CVA has default configured dashboards and graphs within the CVA interface that update in real-time.

Q: What is a "Diagnostic Session"?

A: A diagnostic session is a Connect-certified service that includes analysis of data collected by the CVA for troubleshooting mobile system performance problems such as mobile user complaints of latency, dropped sessions and blank screens or time-outs, to name a few. The CVA provides the tools for quickly and cost-effectively isolating the "why" (i.e. the root cause) of performance problems in the mobile system and Continuum support allows customers access to expert diagnostic support from Connect.