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# CSSI Device Lifecycle Management™

Need a plan to keep your Android mobile devices current and patched? CSSI is here to help with **CSSI Device Lifecycle Management™**, a program which leverages CSSI's Android and MDM expertise to dramatically reduce the workload on your internal IT team.

*CSSI Device Lifecycle Management™ includes:*
- **Easy device provisioning:** Make your next device rollout your easiest with CSSI's provisioning help. Your devices will be ready to go right out of the box. Shipping an item to the repair depot? We will ensure that it returns to you with your exact configuration.
- **Android updates:** Keep pace with Android. CSSI will work with you to approve and rollout one major annual OS update, as well as any issued emergency patches. *Gold plans also include 1 annual minor update.*
- **Technical support:** Save money on technical support with prepaid blocks of time.
- **Consulting:** CSSI will work with you annually to keep you apprised of coming changes and to develop a strategy for your upgrade schedule and configuration standards.

*CSSI Device Lifecycle Management™ requires your subscription to SOTI MobiControl Cloud and your subscription to device maintenance which entitles you to OS updates.*

We make Android easy



| Category | Gold | Silver | Bronze |
|---|---|---|---|
| **Professional Services** | | | |
| Technical Customer Support (M-F 8A-5P EST)  and Professional Services | *Unlimited* | *75 hrs/3 yr term* | *Hourly billing* |
| Comprehensive Pre-Sale Proof of Concept | ✓ | ✓ | ✓ |
| Annual Business Review | ✓ | | |
| Android Best Practices Guidance | ✓ | ✓ | ✓ |
| Security Bulletins (Zebra, Honeywell, Google and CSSI) | ✓ | ✓ | ✓ |
| | | | |
| **Annual Android OS Update** | | | |
| Build SOTI MobiControl Cloud Packages, Rules and Profiles | ✓ | ✓ | ✓ |
| Pre-testing of pending firmware upgrades | ✓ | ✓ | ✓ |
| Customer and CSSI collaborate to test and approve firmware upgrade | ✓ | ✓ | ✓ |
| Remote Deployment  of Firmware to Device Fleet *(Based on Customer Schedule during normal business hours)* | ✓ | *Hourly billing* | *Hourly billing* |
| | | | |
| **Incremental Android OS Update** | | | |
| Build SOTI MobiControl Cloud Rules and Profile | ✓ | | |
| Pre-testing of pending firmware upgrades | ✓ | | |
| Customer and CSSI collaborate to test and approve firmware upgrade | ✓ | | |
| Remote Deployment  of Firmware to Device Fleet | ✓ | | |
| Out of Cycle Emergency Patch | ✓ | ✓ | ✓ |
| | | | |
| **Device Provisioning and Post-Repair Reprovisioning** | | | |
| MobiControl Device Deployment Configuration | ✓ | ✓ | ✓ |
| Device Deployment Provisioning *(Firmware, Software, Security, Updates)* | ✓ | ✓ | ✓ |
| Reprovisioning of devices returning from repair depot | ✓ | ✓ | ✓ |
| Freight for initial device deployment | ✓ | ✓ | |
| Freight for devices returning from repair depot | ✓ | ✓ | |