

Partner Maps



Partner Mobile/Partner Maps Addendum

Configuration and Support Scope Document

Version 4.28 / Partner Maps 2.0.6

The purpose of this document is to list and define the software, features, and services included with a Partner Software staff installation of *Partner Maps*, an app that is available for free download and that works on the *Partner Mobile* product. Partner Maps is only available to licensed Partner customers who have purchased *Partner Mobile* (formerly known as "*Partner on iOS*"). A Partner Software staff installation refers to an installation by a Partner Software employee and explicitly excludes installation of *Partner Mobile* by any other party.

In addition, this document lists and defines support and maintenance services that are included at no additional cost for *Partner Mobile* once installation is complete and a customer enters "maintenance mode" and ongoing licensing fees are paid to Partner Software. Maintenance mode begins once installation is complete.

Any software or services not listed as included in this scope of work are not part of the standard *Partner Maps* app and are not covered by the installation and license fees for *Partner Mobile*. Such additional items will generally incur an additional cost and may require a separate service order.

Support and Configuration Included

The following list includes software, features, and services covered and supported at no charge once a customer has entered into maintenance mode. Because of limitations imposed by mobile platforms, *Partner Maps* does not have the full capabilities of the standard Partner Map Viewer. At this time, the following features are supported; the list may change with future releases.

Product Components

- **Partner Maps App**—Mobile application that runs on an Apple® iPad®, iPhone®, or iPod touch®
- **Partner Maps Publishing Tools**—Additional software modules and configuration installed in the customer's Partner Map Publisher to enable publishing maps to the Partner Maps App. *Partner Maps* can be configured with Translator, but some restrictions on features may apply.
- **User Documentation**—The latest version of standard end-user manuals and materials are available for *Partner Maps App* at time of installation.
- **Partner Cloud Hosting**—Provides hosted map updates on a secure, external cloud server.
- **Customer Update Account**—Secure account for users to update their *Partner Maps App* installation with map data and configuration. There is only one such account per customer, consisting of a customer ID and password.
- **Customer Publishing Account**—A secure account used by the customer's Partner Map Publisher users to post map and configuration updates to Partner Cloud Hosting. There is only one such account per customer, consisting of a user ID and password.

Features

- **Static Map Viewing**—Disconnectable viewing of published map data, including panning, zooming, and selection with useable levels of performance.
- **Map Graphics and Shapes**—Vector line, including thick line types, point and text shapes as configured in the standard Partner Map Viewer are supported and reflected in *Partner Maps* when possible.
- **View Data Display**—Data fields associated with selected shapes, as configured for the standard Partner Map Viewer, are reflected in *Partner Maps* when possible.
- **Find Items**—Configured find items are supported in the Partner Map Viewer with the exception of merged find items, which are not currently supported.
- **Labels**—Non-scaling text and text labels are displayed in *Partner Maps*.
- **Mapsets**—Installation of *Partner Maps* includes the addition of any static mapset into the Partner Maps Map Viewer a client already has configured in the Map Publisher. This includes only those mapsets that can be supported and viewed by *Partner Maps*; size restrictions may apply.
- **Raster Images**—Raster imagery compatible with Partner Map Viewer is supported on *Partner Maps*. Restrictions based on hardware size may apply. Clients must have a license agreement with Partner for Aerial Photography.

- **Editions**—Each organization will have two standard editions configured with the titles “Employee” and “Contractor”. Installation of each edition includes up to a maximum of eight static mapsets already configured in the Map Publisher.
- **Layer Visibility**—“View ” feature allowing users to select mapsets they want visible at any given time. Not available for Translator clients.
- **Standard Symbology**—Icons and styles configured for Partner Map Viewer are reflected in *Partner Maps*, including scaling icons.
- **User Interfaces**—The installation of *Partner Maps* includes the support of two user interfaces, one for iPad® and another for iPhones® and iPod®
- **Cloud Update**—Update of map data and configuration from a Partner Cloud server.
- **Software Update**—Update of the *Partner Maps* App software via the Apple iTunes® May require upgrade of Map Publisher software.

Support and Services

- Installation and configuration of **Partner Mobile** Map Publishing Tools.
- Initial conversion and posting of any existing, supported published vector mapsets. These must already be configured and working in the standard Partner Map Viewer.
- Remote teaching for one customer representative on *Partner Maps*.
- Installation and configuration of Partner Cloud Hosting, including update and posting accounts.
- Access to all updates to included software.
- Direct phone and email support for software usage issues.
- Support for issues related to software defects.

Support and Configuration Excluded

The following list identifies features, services, and support that are specifically excluded from *Partner Maps* at this time. This is not a complete listing. Any item not specifically included in the **Support and Configuration Included** above should be assumed to be not supported.

Items that are noted as “not included” may be available at extra cost, while items that are noted as “not available” are not available at all. Where “best effort” is listed, Partner will make a best effort to work within the constraints at a customer site. However, extensive troubleshooting may incur additional fees, and the ultimate responsibility lies with the customer.

Generally, “not available” features, services, or support are excluded because the features or product components are not yet implemented. The list may change as development continues and new versions are released. Unfortunately, if a feature is not implemented, we cannot provide it even at extra cost.

Features

- **Tracing**—Electrical connectivity and flow is not available.
- **Custom Dynamic Mapsets**—Only dynamic mapsets developed and sold by Partner Software are available on the Partner Mobile platform.
- **Substring Search**—The Partner Mobile Find feature uses only incremental search; substring search is not available.
- **“Merge Duplicates” Find Configuration**—A Find Type using the “Merge Duplicates” Map Publisher configuration setting does not function in Partner Mobile.
- **Area Shapes**—Such as filled polygons are not available.
- **Editions**—Editions beyond the standard “Employee” and “Contractor” included in the installation of *Partner Maps* are outside the scope of this document and require an additional service order.

Services and Support

- **User Training**—Not included at the time of installation or during maintenance mode.
- **iOS-Specific Mapset Configuration**—Mapsets configured for iOS devices only and not for the standard Partner Map Viewer are not included.
- **New Mapset Configuration**—New mapsets, not already configured for Partner Map Viewer, or any other Map Publisher configuration outside the scope of the *Partner Maps* conversion is not included.
- **Hardware Support**—Partner Software does not support any hardware or hardware specific issues. Any software issues arising from hardware that does not meet the minimum requirements to run *Partner Maps* will not be supported.
- **Operating System Support**—Any issues arising from the customer’s operating system are the responsibility of the customer. Partner Software will make a best effort assist to work within the constraints at a customer site.
- **Partner Software Network Support**—Any issues arising from the customer’s computer networks are the responsibility of the customer. Partner Software will make a best effort assist to work within the constraints at a customer site.
- **Mobile Management Support**—Any issues arising from the customer’s mobile management application are the responsibility of the customer and its mobile management vendor. Partner Software will make a best effort to work within the constraints of the application.
- **Third-Party or Customer-Developed Partner Maps Applications**—Although Partner Software is an open system that encourages development of third party and custom applications, we are not responsible for the support or configuration of those applications.
- **Custom Update Sources** – Partner Mobile makes use of the Partner Hosted Architecture. As such custom update servers, such as those locally running on the client network, are not supported.

Additional Information

Wi-Fi Required Customer Requirements

Partner Maps does not require Wi-Fi connection to use the Map Viewer and many associated map features. However, wireless connection in the field is essential for Google or Apple Maps directions.

The bearing indicator's accuracy and reliability depends upon hardware that *Partner Maps* is loaded onto. Depending on the internal GPS, bearing indicator will continuously update within iOS platform Map Viewer with "Wi-Fi" enabled and "Cellular Data" enabled.

Customer is responsible for the security of any devices upon which the Partner Mobile product is utilized. Partner recommends that each customer instruct all end-users to utilize the security features available on their devices, including passwords. Partner also recommends that customers inventory and track all devices upon which sensitive data are stored to allow those devices to be remotely wiped in the event of theft or casualty.