# PARTNER
### CARE . TRUST . RESPONSIBILITY

# CLOUD DEVICE MANAGEMENT

## Executive Summary

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This executive summary describes shortly the Cloud Device Management solution (CDM) by Partner Tech. It outlines why a device management tool is needed and what key features the CDM by Partner Tech provides. The different business models depending on the way of the server installation are also introduced. If you want to learn more in detail about the features and functionalities more, please download the CDM Whitepaper.

## Why is a device management tool needed?

Traditionally, errors and losses occur when firmware or software upgrades are required. Technicians need to identify the problems, fix them and often have to re-install on site. The on- site service leads to a delay of repair and costs that could have been prevented. With a device management tool technicians can analyze and fix the problem remotely. Furthermore, a device management tool is needed to track and manage users' inventory to see the kind of and the number of devices that are installed in the field.

## What is Partner Tech's Cloud Device Management?

The CDM is a cloud-based solution that supports and helps technicians of the IT department or the Head Quarter of an ISV to remotely control and manage all POS terminals from Desktop POS, to Mobile POS and Kiosk solutions.

It provides the functionality to monitor all devices, to check their health status, to update hardware or any software application or even reinstall complete backups of your system. This can be done remotely with one terminal, a group of terminals or all terminals with just a few mouse clicks. The CDM also helps to set up a preventive maintenance system in order to predict hardware failures of the storage for example.

Partner Tech Europe GmbH

## What are the key features?

Device Management                      Monitoring Peripherals

Inventory Management                   Task Management

Lifecycle Tracking                     Group Management

Hardware & Software Updates            User Management

Collaborative Maintenance             System Management

Software Distribution


## Business Models

### Scenario 1: Users chooses cloud server hosted by Partner Tech Europe

The easiest and quickest way to get started with the CDM is to use the server environment hosted by Partner Tech. A company's IT administrator will receive an invitation from Partner Tech with his credentials to log into the server application, which is available at https://cdm.partner-tech.eu.

The main benefits of using the hosted server by Partner Tech is that users don't have to invest in own server infrastructure nor worry about maintaining the server or installing regularly updates. Partner Tech Europe is using only servers that are located in highly secure data centers in Germany. By providing this Software as a Service Partner Tech Europe is taking care of all the IT administration and customers can focus on their work.

With this business model, scenario 1, the server infrastructure is free of charge. Only the server-side application needs a valid license. The server license contains the duration and the number of possible clients. Please get in touch with your sales representative for possible subscription models.

### Scenario 2: Users chooses own on-premise server infrastructure

In case users don't want the server hosted by Partner Tech Europe it is possible to use an own local server infrastructure.

This business model, scenario 2, requires a one-time fee for the server installation as well as a valid license for the CDM server-side application. The server license contains

the duration and the number of possible CDM clients. Please get in touch with your sales representative for acquiring the CDM solution.

**Scenario 3: Integrated solution via REST API**

In case users already have a device management solution and wants to integrate the features and capabilities of the CDM, Partner Tech will offer an integration via a REST API.

## What are the target groups and who can benefit from the CDM?

Software vendors, software integrators, chain stores or any kind of customer who have multiple and different POS solutions installed in many locations will benefit from the CDM. With the CDM it is easy to keep track of the inventory and to monitor the devices that are in the field.

But mostly the IT department will benefit from it. The IT staff doesn't have to install or update their POS terminals one by one anymore. They can send updates or new applications remotely to every terminal at once and track if the installation has succeeded. This will save the IT department a lot of time and effort.

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