



Atea ASA

Asset Management Service, BASIC

Service Description

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1 GENERAL

Atea's Asset register, known in Atea as AAM (Atea Asset Management), provides the Customer with a comprehensive view of all the devices they have acquired. The Customer can easily monitor device lifecycle stages and new devices in a timely manner.

AAM can be implemented on several levels: in this document, we will focus on describing what we call our **Basic Service -level**.

The Basic Service is activated by default for all Lifecycle Service (LCS) Agreement Customers. It is also the basic level used when building the customer-specific **Premium** Service.

The AAM service is compatible with the most popular and commonly used browsers, such as MS IE, Mozilla Firefox, and Google Chrome.

Information is transferred directly from Atea's eShop to Asset register. All purchases made by the Customer are transferred to the register. In addition, AAM *Asset Import -function* can be used to import the Customer's old Asset data or, for example, an ongoing leasing register into the register as a straightforward Excel import. Generating a comprehensive asset register is therefore effortless and fast for the Customer.

AAM connects the ordering, delivery, and invoicing chain from procurement all the way to the end of the lifecycle or contract period. AAM is not just a tool for leasing and leasing agreements. Unlike traditional leasing registers, Atea's AAM shows *all* purchases — including those without serial numbers — down to the level of individual small orders, such as separate accessory or eShop licence purchases.

Atea's Asset register is therefore open, enabling the Customer to add any their assets that require tracking, such as furniture, leased cars, etc., into empty fields in the register, and thereby use the platform for more extensive purposes than managing only IT hardware assets.

The service includes troubleshooting and repair when faults occur in service systems for which Atea is responsible. Atea Finland's and Atea Finance's Customer Care (CC) assist customer-designated administrators with potential problems and other issues on weekdays from 8am to 4pm. Administrators can contact CC by phone, email, or through the MyAtea portal.

Atea also provides the necessary expert services related to the Basic-level device register, i.e. the design, specification and deployment of the register, and training and support regarding the aspects and attributes referred to in this document.

1.1 ATEA'S ASSET MANAGEMENT (AAM) DEVICE REGISTER SERVICE — BASIC

The Asset register service consists of five modules and the eShop procurement portal default integration to AAM.

The Basic service modules are:

- 1) **Asset Control** — device management
- 2) **Finance Control** — maintenance management tool
- 3) **Asset Change** — change log
- 4) **Reporting Tools** — reporting tools

In addition, the following are possible to be provided as additional services to Premium:

- 5) **Delivery Control** — tracking of order and supply chain
- 6) and a wide range of customer-specific additional features

Integrations with Customer systems, such as AD, MDM or a service management system, e.g. SCCM (System Center Configuration Manager) or Atea Zuum, can be implemented for both service levels as separate projects.

2 DEPLOYMENT OF THE SERVICE

The deployment of Atea's AAM service includes the transfer of the Customer's current and old hardware Assets to the register.

Deployment is typically performed as soon as the Customer becomes an Atea Finance or Lifecycle Service Agreement customer. Some cases begin from scratch: The Customer's device register is created alongside the eShop procurement portal, with the Customer's old hardware register being imported separately into AAM. Sometimes, the Customer already has Atea's eShop in use through hardware purchases. Such cooperation is then deepened in either of the above ways (Finance/LCM). In such a case, things are done in the same way, but the Customer's previous purchases from Atea are also transferred retroactively from the basic data on eShop to the device register activated for the Customer.

Deployment requires a few workshop meetings with the Customer, where categorisations, attributes, access rights and their distribution etc. are agreed upon. Atea coordinates these workshops. During the deployment of lifecycle services, coordination responsibility lies with the Supplier's Transaction Manager for LCS. Atea Finance is responsible for coordination only with respect to activating AAM for its leasing services. The workshops also specify additional information fields which the person placing the order should complete when ordering (for example, the person's telephone number, cost centre, etc.). This information is collected using the so-called Forms -function in eShop, where selections can generally be made using drop-down menus. The allocation of Forms data to register fields is agreed on a customer-by-customer basis.

During basic level service deployment, the following are defined for the Customer's eShop *Forms* in every case:

- End user's name
- End user's telephone number
- End user's email address (for future device changes)
- End user's cost centre

In addition, the device/machine name is entered in the device register (naming is discussed on a customer-by-customer basis)

Some of this information (e.g. name, email-address) may be imported into the register for the Customer in question, without Forms via the *Single Sign On* -function, if this feature has been deployed for the Customer in eShop.

If more fields are needed in the Forms view, this issue and deployment will be discussed separately for each Customer.

2.1 GENERAL INFORMATION REQUIRED FOR DEPLOYMENT

Preliminary information	Description
Customer company's contact information	<ul style="list-style-type: none"> • Atea customer number: • Company: • Company's address: • Name of contact person: • Telephone number: • Email address: • Contact person for invoicing: • (Contact person for leasing matters):
Atea device register service <i>(After the email address, state whether the Customer will be given reading or editing rights. The administrator always has editing rights)</i>	<ul style="list-style-type: none"> • Customer's administrator: • Telephone number: • Email address: • Additional user 1: (Reading/editing rights) • Additional user 2: (Reading/editing rights) • Additional user 3: (Reading/editing rights)
Existing hardware assets <i>(Devices can be added to the AAM service from existing hardware assets)</i>	<ul style="list-style-type: none"> • Customer's existing hardware assets (number of items): • Existing devices are added to the service: Yes/No

3 CONTENT OF THE SERVICE

Atea's AAM service covers management of the customer's current and old hardware in the register and, in the case of leasing services, maintenance related to asset management during the leasing period.

Changes in e.g. device users are either the Customer's tasks, or the Customer can order such work from Atea. Changes and edits of register data can be implemented by the Customer or ordered from Atea as separate service orders.

The service includes the creation and maintenance of AAM users, the definition of roles and features such as change management by separate agreement, and the deletion of data if necessary.

The AAM service can be customised by separate agreement — as separately priced projects.

3.1 REPORTING

The Customer can export the desired reports directly to Excel from the device register. When using Asset via the MyAtea portal, standard reports in BI report format are also available on MyAtea -level.

In particular, if necessary/desired, the Customer can implement customer-specific reports as an additional service, with the content and delivery methods being planned together with the Customer. This is separate work in the case of the *Basic* and *Premium* services.

3.2 SERVICE DEVELOPMENT

Atea Asset Management (AAM) services are developed at Atea Group level, with development work performed by Atea Sweden, based on a reliable data mass in a larger market.

An AAM service is typically updated at two different levels:

- Minor changes such as translations or minor corrections are implemented centrally, 4-6 times per calendar year
- Major systematic changes with an overall impact are performed once or twice during the calendar year

4 ADDITIONAL SERVICES

4.1 INTEGRATIONS

AAM has open interfaces and enables flexible implementation of customer-specific integrations. A typical integration is implemented either between the Customer's Active Directory and the device register, for example to ensure real-time user data, or AAM is integrated with the Customer's SCCM service management system to ensure real-time device and user data.

Atea's AAM service can be integrated with e.g. Microsoft AD and Active Directory Federation Services (ADFS), Microsoft System Center Configuration Manager (SCCM), Efecte, ServiceNow, Nomis, Atea Zuum, HelpDesk, Microsoft Graph, among other applications.

In addition, there is the option of integrating AirWatch, MobileIron and Microsoft Intune with MDM (mobile device management) using SOAP/XML.

Integrations involve updating data during predefined runs between systems. HTTP traffic must be end-to-end encrypted (SSL), and the party using the interface must be authenticated.

Attached is a schematic diagram of AAM service integration implemented in the Atea Finland and Atea Finance environment. The implemented environment generally includes only some of the elements described here.

Integration makes it unique

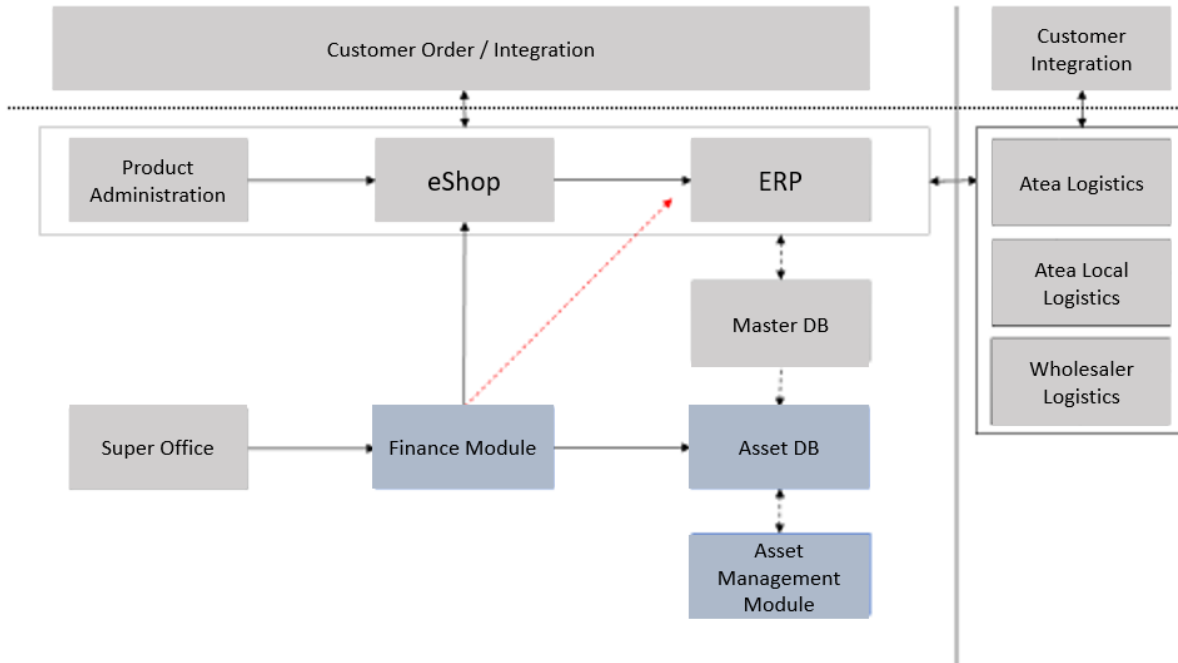


Diagram 1. AAM — Atea integration environment.

4.2 ADDITIONAL SERVICES

4.2.1 Reports

The Supplier can implement customer-specific reports, with the content and delivery methods being planned together with the Customer. For example, it can be agreed that the reports will be delivered to the Customer regularly, either by email or via Atea's FTP service.

4.2.2 Using AAM to manage hardware administered by a third party

The parties can discuss the option of the Supplier taking responsibility for the Customer's hardware management device register in such a manner that, via an integration, third party register data is imported into Atea's AAM service, and the Supplier takes charge of administration on behalf of the Customer.

4.2.3 Mass changes

The Customer can request that the Supplier import e.g. Customer asset change data into the device register in larger mass runs. This is done by submitting the data to the Supplier in the agreed Excel format. Such a service is typically required if the Customer has undergone major structural changes with extensive changes to cost centre data, for example; or if the Customer makes an acquisition and the new company's asset data must be entered in the same device register — AAM.

4.2.4 Other customer-specific projects, additions, links and data cleaning projects

A particular number of projects involving various kinds of processing of the device register can be agreed with the Customer as hourly work, based on the Customer's needs.

4.3 OPTIONS FOR EXPANDING THE REGISTER DATA

The AAM service can be used for the comprehensive collection of device data to meet the Customer's needs.

Device data	<i>(Device data registration is included in the basic service)</i>
<ul style="list-style-type: none"> Serial number/IMEI number Name of product Product type Purchase price Product code/device name Device status Location of device, includes address information and location within country 	
User data	
<ul style="list-style-type: none"> Username <i>(already included in the basic service)</i> Email <i>(already included in the basic service)</i> Telephone number <i>(already included in the basic service)</i> Username Personal identity code Place of publication <i>(already included in the basic service)</i> Department 	
Leasing data	<i>(Applies to leasing agreement customers only — included in the basic service)</i>
<ul style="list-style-type: none"> Agreement number Leasing price Start of agreement period End of agreement period 	
Ordering data	<i>(already included in the basic service)</i>
<ul style="list-style-type: none"> Order number Order date Delivery date Postal/transport company's delivery code 	

In *addition to the* fields named above, AAM includes a number of unnamed fields that can be added freely for additional use according to Customer needs. This can be the case, for example, when a Customer wants to use the AAM portal to follow the lifecycle of non-IT assets by performing non-IT mass AAM registration runs.

5 SERVICE MANAGEMENT

5.1 AVAILABILITY

The Atea Asset Management portal is continuously operational and available to the Customer. The service platform is located in Atea's own data centre and on Azure. Atea guarantees 99.5% availability.

5.2 REQUIREMENTS

Automatic export of new device data to the register is dependent on the devices' having been purchased from the Supplier's eShop portal. Devices/device batches purchased elsewhere can be transferred manually: see 'Additional services'.

5.3 SERVICE INVOICING/PRICING SCHEMES

Additions and/or changes to the Basic level service and other separately agreed tasks will be invoiced for upon their completion. For longer projects, the parties will agree on milestones with regard to invoicing.

5.4 MAINTENANCE WINDOWS

The Supplier will perform regular updates and maintenance for the Service, which may result in temporary limitations of its availability. If such measures are non-urgent, they will primarily be performed outside service hours. If this is not possible, the Customer will be informed in advance.

5.5 GOVERNANCE AND STEERING GROUP WORK

The device register is almost always part of another agreement, for example, a device supply agreement, a lifecycle service agreement, an outsourcing agreement, or a leasing agreement. Steering group work for the device register will be defined in more detail in each related agreement.

6 RESPONSIBILITIES AND LIMITATIONS

6.1 RESPONSIBILITY MATRIX - RACI CHART

R = Responsible. The party responsible for completing the work related to the activity.

A = Accountable. The party responsible for tracking the proper and thorough implementation of the activity.

C = Consulted. A party consulted for advice and opinions.

I = Informed. A party which should be continuously informed about the progress of the activity.

Activity	Supplier BASIC	Customer BASIC	Supplier PREMIUM	Customer PREMIUM	Comment
General					
Telecommunications connection between the Customer and Supplier	C/I	A/R	C/I	A/R	Means access to the device register over the Internet
AAM system environment	A/R	-	A/R	-	Supplier systems are either on-premise or cloud services
Management of access rights required for the service	A/R	C/I	A/R	C/I	The Supplier activates/deactivates users on behalf of, and at the request of, the Customer and manages access rights.
Service deployment					
Restriction of access rights	A/R	C/I	A/R	C/I	The Supplier sets restrictions based on the Customer's wishes and to the extent possible.
Defining access roles	A/R	C/I	A/R	C/I	The Supplier sets roles based on the Customer's wishes and to the extent possible.
Password management	A/R	I	A/R	I	The user receives the first password from the Supplier's system. After this, the password must be changed by the user and password management is the user's responsibility.
	-	A/R	-	A/R	
Manually export product and row data	A/R	C/I	A/R	C/I	Rarely needed action for case-by-case asset additions to the register after a deployment project. Hourly ordered, hourly priced service
Export product and row data with mass/aggregate Excel	A/R	C/I	A/R	C/I	Purchases made by the Customer from elsewhere, insofar as the Customer has collected data on these, are transferred to the AAM portal in a mass run as part of the deployment project.
Export of product and row data with Atea eSHOP integration	A/R	C/I	A/R	C/I	Products purchased from Atea by the Customer
Leasing information in the device register	A/R	C/I	A/R	C/I	When Atea Finance leasing is included
AAM service monitoring, management and troubleshooting	A/R	C/I	A/R	C/I	In the event of a fault, the user gets in touch

Ordering new licences	I/R	A/R	I/R	A/R	
Making changes to the service environment in accordance with the Customer's wishes	I/R	A/R	R/A	C/I	All customer-specific changes are ordered separately in the case of the Basic service.
Making and coordinating service requests and troubleshooting requests via the device register service	A/R	R/C/I	A/R	R/C/I	Handling of requests related to the repair of service errors or malfunctions is included in both service levels.
Reporting (Invoice, SLA, Delivery, Change Log, Leasing, EOL, etc.)	R/A	C/I	R/A	C/I	Standard reporting. Customer-specific reporting as a separate service by order.
Permissions for standard reports	-	A/R	-	A/R	It is up to the Customer to determine who can download which reports.
Integrations					
Atea eSHOP integration	A/R	-	A/R	C	eShop integration is automatic and included in the price. Any additional information forms/fields required are specified by the Supplier.
Procurement system integrations — according to technical possibilities (SCCM, AD etc.)	A/R/C	R/C/I	A/R/C	R/C/I	Option — to be charged for separately. Responsibilities are specified on a Customer/case-by-case basis.
Adding Customer domains	A/R/C	R/C/I	A/R/C	R/C/I	Related to a situation where a Customer's Active Directory is integrated with the AAM portal. Option — to be charged for separately. Responsibilities are specified on a Customer/case-by-case basis.
Changes to integration configurations	A/R/C	R/C/I	A/R/C	R/C/I	In the event of a change need due to the provision of Atea's service, Atea is responsible for the necessary changes needed for its 'side' of the integration, and the Customer for performing the required changes on its side. WHEN the changes are requested by the Customer, based on the Customer's needs, the Customer is also responsible for the costs of the related work done within Atea.
Troubleshooting of service configurations in general	A/R/C	R/C/I	A/R/C	R/C/I	Atea is responsible for troubleshooting based on Customer inputs.

6.2 OTHER RESTRICTIONS APPLICABLE TO THE SERVICE

- Atea is not responsible for register data provided by third parties
- AAM does not take into account the ordering-delivery-invoicing chain
- AAM does not take into account third-party processes
- AAM is not responsible for the functioning of third-party integrations, or the associated costs
- Other current technical limitations of the AAM service

7 CHANGES TO THE SERVICE DESCRIPTION

IT services are evolving and adapting to changes in technology, infrastructure, software and operating systems. For this reason, the service description will be subject to change during the service's lifecycle.

To ensure that the service description is up-to-date and correctly reflects the service provided, the Supplier may publish a new version of it at least once a year. The new version of the service description will be deemed to have the Customer's approval if no written reply or objection has been submitted to the Supplier within 30 days from the date on which the Customer received the new version.

New versions of service specifications normally include updated functionality, as well as improved service features. However, if the Customer considers the new service version to be weaker in certain and relevant areas, it may object to the new release. The Supplier and Customer must then enter negotiations on the service areas in question and constructively seek mutual agreement on those areas.

8 TERMS AND ABBREVIATIONS

Term or abbreviation	Definition
AAM	Atea Asset Management (device register)
Customer	The Customer of the service and administrator of the devices subject to the service, who has the right to define the devices and their service level objectives in accordance with the Supplier's service level definitions.
CC	Customer Care. Back-office function assisting the customers with their challenges related to products, portals, ordering, tracking deliveries etc
Lifecycle Services (LCS)	IT-Services directed towards the workstation during its lifecycle.
Maintenance window	A pre-booked break in device or service availability reserved for maintenance activities e.g., from 2pm to 4am on the first Sunday of the month. The service/device may also be available during the maintenance window, but this is not guaranteed. The aim is to perform all planned maintenance measures during the maintenance window. For example, the time set for the eShop maintenance window may affect the availability of the order portal.
MyAtea	MyAtea is the all-Atea-covering customer portal. In MyAtea, the customers have a view to all necessary reports at a glance and access to all Atea-elements the customer needs to find, like eShop, Asset register, Service-Desk reports, DataCenter details etc.
Fault	Abnormal, negative behaviour of a technical solution, which interferes with its agreed purpose. Part of the broader ITIL concept, 'Incident'.
User	The end user of the service, who directly or indirectly benefits from the service. Cf. Customer.
Problem	A more serious case than an incident, with an unknown cause when troubleshooting begins. May be associated with several Faults, recurring Faults, serious Faults, or prolonged Faults. Problems can also be identified in advance before they generate actual Faults. Problem solving is often addressed through a separate problem management process.

Service time	The agreed interval during which the service is provided for the Customer or other service recipient as per the service description. For example, on weekdays from 8am to 4pm.
Service point	The Supplier's Customer Center service point is a central contact point whose task it is to receive the Customer's service requests as agreed, and to start processing them.
Deviation	Failure to achieve the defined service level based on a defined measurement mechanism, at the agreed review interval.
Sanction	Compensation due to a reduction in the service level, which is the share of the monthly fee for continuous service as defined in this Service Level Description.
SLA - Service Level Agreement	The agreement between the Supplier and Customer on the content of the service and its service level (= service level objective). The SLA describes the service, documents the service level objectives, and identifies Supplier and Customer responsibilities.
Single Sign on (SSO)	An integration between customer AD and Atea eShop enabling log-in to eShop and MyAtea without separate passwords. Logging to the workstation does it for all. A separate project to AAM.
SER	Waste electrical and electronic equipment (recycling)
Supplier	The party providing the service which, through its operations and processes, is responsible for ensuring that the service achieves the jointly agreed service level objectives and that the service content is as agreed.
WhiteGlove	A Microsoft Autopilot operating model, based on which the device is <i>fully pre-provisioned</i> with settings and applications in the Supplier's pre-provisioning centre.
Workshop	A joint meeting to discuss practical issues according to a pre-agreed agenda