

Lead → Opportunity

What type of Work?

Vehicle Retro Not Including Technology + Off Site (customer site) (Bent Metal - IE. Removal) If IT tech (Computer Setup) 30 min with TSM call post conversion

Vehicle + Technology + Retro + Offsite (customer site)

Anything Done at KELTEK

NO SOW Required

Pronto Quote Created & Sent to Customer

SOW Drafted - Includes \$\$, Date Field Left as TBD - Opp Updated to SOW /Quote Pending Review.

Pronto Quote Created

SOW Required

Probe Questions Answered on Initial Call With Customer(link on internal webpage)

**Computer Solution/Programing**  
 Quantity of Vehicles  
 Year, Make, Model, VIN of all vehicles.  
 How many rooms? (If Applicable)  
 Pictures of current vehicle setup  
 Do they have an existing computer solution?  
 If Yes -  
 a. What type of computer & docking equipment?  
 b. What are you using for GPS?  
 c. What type of existing connectivity do you have?  
 d. What type of **software** do you currently utilize?  
 e. What **peripheral equipment** do you currently utilize? (Printers, Scanners, USB, Etc)  
 f. Are you satisfied with your existing connectivity solution?  
 • If Yes - Are they upgrading Computers only?  
 • If No - Have they considered mobile router solutions?  
 g. Do you have a department within your entity that manages your computer solutions?  
 • If Yes - Great!  
 • If No - Quote will need to include IT tech service for computer setup.  
 If No -  
 a. Do you have a desired software you would like to utilize?

**Camera Systems**  
 Quantity of Vehicles  
 Year, Make, Model, VIN of all vehicles.  
 How many rooms? (If Applicable)  
 Pictures of current vehicle setup  
 Do they have an existing camera solution?  
 If Yes -  
 a. What type of Camera Solution?  
 • If Digital Alley, L3, ProVision, Watchguard, Data 911  
 ❖ Who is managing the configuration of the system?  
 ❖ Note - KELTEK will not be providing configuration at this time.  
 • If Panasonic Arbitrator -  
 ❖ Are all the units HD?  
 ❖ Are they interested in bodyworn?  
 ❖ Who is currently managing their system?  
 ❖ Note - KELTEK will provide configuration.  
 If No -  
 a. **How much of the solution does KELTEK need to provide? Server, hardware, network, Wireless Offload?**  
 b. Does KELTEK need to manage this system ongoing? Do we need to sell MSA?

**Mobile Gateway**  
 Quantity of Vehicles  
 Year, Make, Model, VIN of all vehicles.  
 How many rooms? (If Applicable)  
 Pictures of current vehicle setup  
 a. Are they looking for a more stable, reliable, accurate GPS Source?  
 b. Are they interested in fleet wide mapping Service?  
 c. Are they interested in vehicle diagnostic tracking?  
 d. Is there IT staff interested in remote desktop management?  
 e. Is there IT staff interested in connection up time reporting? (tracks how long they were actually down)  
 f. Are they interested in multi carrier service?  
 g. Are they interested in an "always on" VPN?  
 h. Are they looking for Band 14 capable hardware?  
 i. Are they looking for true vehicle tracking? Location ready dispatch, direct from gateway. GPS instead of through the toughbook.

**GPS Amplification System (Fire/EMS Focused)**  
 Quantity of Vehicles  
 Year, Make, Model, VIN of all vehicles.  
 How many rooms? (If Applicable)  
 Pictures of current vehicle setup  
 a. Are they currently utilizing location based dispatch software?  
 b. Do they have GPS loss or lapses when pulling into the station?

**Panasonic BWC**  
 Quantity of Officers  
 Pictures of current vehicle setup  
 a. Are they interested in vehicle charging, video review and synchronized trigger with vehicle?  
 b. Are they interested in office docking hardware?  
 c. Are they interested in officer mounting options other than the default?  
 d. What current in car system are you using?  
 e. Are they currently using another BWC?  
 f. What is your current video hosting environment? ( Onprem, Cloud, Hybrid)

**Server Deployment**  
 If customer wants to provide their own and have us install – salesperson to forward minimum requirements for ARB Bes before moving forward.  
 If one is requested – this goes straight to the "detailed info gathering" meeting.

**Interview Room**  
 No Probe Required

Opp Transaction is created with Copy Paste/Probe Questions. → Detailed Information Gathering Meeting Called W/ Customer & Tech Services Manager for SOW Creation. Include Probe Questions/Answers Meeting Maker. Opportunity Updated to Status - "DIGM Scheduled" → DIGM Meeting Completed - Opp Updated to DIGM Meeting Completed → Pronto Quote Created & Provided To TSM. Opp Updated to SOW /Quote Pending Review → SOW Drafted - Includes \$\$, Date Field left as TBD → SOW Reviewed → SOW Sent to Sales → SOW Sent "as Quote" to customer for sign off → Signs Customer Portion of SOW

Sends email to Manager to sign SOW & email to Service Coordinator to convert. → Reads over SOW, Converts, Tentatively scheduled with customer via email. Attaches SOW in email to customer with tentative dates, Attaches SOW in installer meeting maker. → When confirming two weeks prior ensure dates on SOW are correct, if incorrect - update and reattach to meeting maker. → Prints SOW prior to departing → Completes Project → Signs SOW Completion Acceptance

Installer Signs Off on SOW → Delivers Signed Scope of Work to Service Coordinator → Sends Customer Invoice (Using Executed SOW as Invoice)