MASTER AGREEMENT
#21-047
AMENDMENT #2

This Amendment #2 (Amendment"), effective as of execution by the Organization (the "Effective Date"), is hereby entered into by and between Polk County, a political subdivision of the State of Florida, ("Organization"), situated at 330 W. Church Street, Bartow, Florida 33830, and N. Harris Computer Corporation, ("Harris"), a Canadian corporation, headquartered at 1 Antares Drive, Suite 400, Ottawa, Ontario K2E 8C4 and whose Federal Employer Identification Number is 98-0141520.

WITNESSETH:

WHEREAS, the Organization and Harris entered into Master Agreement #21-047 dated June 1, 2021 (the "Agreement") for the software license, services and support and maintenance related to Customer Information System (CIS) for the Polk County Utilities Division, which is more fully set out in the Agreement; and

WHEREAS, the Organization and Harris executed Amendment #1 dated April 4, 2023 (the "Agreement") to clarify the reimbursement of mileage and associated travel costs incurred by Harris in its performance of the Agreement Services, which is more fully set out in the Agreement; and

WHEREAS, the parties wish to revise the Agreement to add upgrade services and new software modules to the software and services provided by Harris in its performance of the Agreement Services, as further set forth below.

NOW, THEREFORE, the Organization and Harris hereby agree as follows:

1. The recitals stated above are true and correct and are fully incorporated herein.

2. Harris will provide services to upgrade the Organization's environment from ServiceLink Version 7.X to Version 8 ("V8 Platform Refresh"). Additional routine minor updates within Version 8 (e.g., 8.1, 8.2) will continue to be provided at no additional cost. Harris will also add new modules to include AI Image Validation and Image Server modules to the Organization's existing ServiceLink environment. These new services/modules and the associated costs are more fully described in Exhibit "A" – Statement of Work, attached herein.

3. The Agreement, as amended by this Amendment #2, continues in full force and effect.

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[SIGNATURE PAGE FOLLOWS]

IN WITNESS WHEREOF, the parties hereto have executed this Amendment as of the Effective Date.

ATTEST:

STACY M. BUTTERFIELD
CLERK OF THE BOARD

Polk County, a political subdivision of the State of Florida

By: _____
Deputy Clerk

By: _____
Martha Santiago, Ed. D., Chairman
Board of County Commissioners

Date Signed By County _____

Reviewed as to form and legal sufficiency:

4/30/2026
County Attorney's Office Date

ATTEST:

N. Harris Computer Corporation, a Canadian corporation

By: _____

_____
PRINT NAME

_____
TITLE

By: Mark David Wilkinson

Mark David Wilkinson
PRINT NAME

Executive Vice President
TITLE

Date: _____

SEAL

State of Texas County of Johnson

This instrument was acknowledged before me by means of an interactive two-way audio and video communication on 05/19/2026 by Mark David Wilkinson.

NOTARY PUBLIC STATE OF TEXAS

Efraim Menashe Salvador
ID NUMBER
134501582
COMMISSION EXPIRES
August 10, 2027

Notary Public, State of Texas

Master Agreement 21-047
Amendment #2
EXHIBIT "A"

Scope of Work

Service-Link Mobile Workforce Management
Version 8 Platform Refresh AI Image Validation and Image Management Server

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Dan Barry
Director of Business Development
dbarry@advancedutility.com

Valid Until: June 30, 2026

Table of Contents

2 Introduction

Polk County has selected Advanced Utility Systems, an unincorporated division of N. Harris Computer Corporation ("Harris") as its vendor partner of choice to assist in the implementation of a Mobile Workforce Management (MWM) solution: Service-Link.

Polk County and Harris, have proposed a joint team to collaboratively implement Service-Link. The solution will be implemented using a combination of resources from both organizations. Except as otherwise expressly set for herein, this Scope of Work ("SOW") shall be subject to the terms and conditions of the Master Agreement between Polk County and Harris dated June 1, 2021. These agreements are effective upon signature by and between Harris and Polk County and are hereby incorporated by reference. In the event of a conflict between this SOW and the Master Agreement, this SOW shall control. To the extent a capitalized word is used in this SOW, should it not be properly defined herein, then it shall have the meaning attributed to it in the Master Agreement.

This SOW defines the work to be performed by Harris and Polk County for the project. This SOW includes a scope definition, high-level timeline, fees, and other terms and conditions specific to the services requested by Polk County. "The Engagement" shall mean the performance by Harris of the services described in this SOW.

Service-Link is an off-the-shelf, Mobile Workforce Management (MWM) software product that can be configured to meet unique customer requirements. Standard software and configurations to be made have been specifically identified in Section 2 of this SOW. Any standard product functionality or configurations not outlined within this SOW are considered out of scope for this project. Polk County expects that the software will perform substantially in accordance with standard product functionality as outlined in Section 2.

IN WITNESS WHEREOF, a duly authorized representative of each party has executed this Scope of Work on the Effective Date:

Polk County		**N. Harris Computer Corporation**	
Name:		Name:	
	(Signature)		*(Signature)*
Name:		Name:	
	(Print)		*(Print)*
Title:		Title:	
Date:		Date:	

3 Project Overview

This Scope of Work (SOW) outlines the services ServiceLink will provide to upgrade Polk County's environment from ServiceLink Version 7.X to Version 8 ("V8 Platform Refresh").

The objective of this engagement is to ensure a smooth, secure, and efficient transition to V8, positioning the Customer to take full advantage of new features, enhanced security, improved user experience, and ongoing product innovation.

This project is a one-time migration effort. Routine minor updates within Version 8 (e.g., 8.1, 8.2) will continue to be provided at no additional cost.

ServiceLink will also add the AI Image Validation and Image Server modules to the Customer's ServiceLink Version 8 environment to enhance operational efficiency, image validation, and photo management capabilities.

3.1 ServiceLink Version 8 Platform Refresh Enhancements

ServiceLink Version 8 ("V8") represents a major platform refresh, delivering a more modern user experience, stronger technical foundation, and new capabilities that improve both day-to-day efficiency and long-term scalability. These enhancements ensure utilities can continue to rely on ServiceLink as their core mobile workforce platform while preparing for future innovations. Core enhancements include:

- Next-Gen Interface (New UI/UX): V8 introduces a redesigned, responsive interface built with customer feedback:
    - Cleaner, modern design optimized for both desktops and tablets
    - Responsive dispatch layout supporting multiple device types
    - Support for light mode, dark mode, and CIS-branded themes
    - Updated dispatcher tools and color theming to simplify job tracking and improve decision-making speed
- Dashboards & Analytics: Real-time dashboards display order counts, missed appointments, on-time percentages, and FSR productivity at a glance. Highlight bottlenecks and improvement opportunities without the need for custom reports.
- Workflow Visualization: View our workflow tool (Workflow Studio 2) directly within V8, for a clearer, more powerful way to visualize and manage workflows.
- Enhanced Security & Stability: Updated architecture provides stronger authentication, improved reliability, and ongoing support for modern operating systems and databases.
- Enhanced User Role Management: Expanded tools for configuring and maintaining user access, making administration faster and more consistent.
- Internationalization & Localization: Expanded support for global use, including multiple language support, and date, time, and number formatting aligned with regional standards.

- Integration Enhancements: Expanded support for secure and simplified external integrations, including token creation support for third-party applications, role-based access control for generated tokens, simplified API authentication through token-based access.
- Mobile Standardization: V8 supports only the New ServiceLink Mobile application, ensuring all customers have a consistent, modern mobile platform. The New ServiceLink Mobile provides access to new V8 features and a more reliable, supportable foundation for future mobile enhancements.
- Future-Ready Capabilities: V8 lays the groundwork for advanced functionality (at an additional cost) including AI-powered image validation, Advanced GIS and AVL integrations, and support for complex, multi-stage "long-cycle" projects (e.g., construction and main replacements), enabling utilities to manage crews, equipment, materials, and costs across dependent tasks within ServiceLink.

3.2 AI Image Validation

Introduces artificial intelligence to validate meter readings and other captured field images. By comparing photos against entered values, the system automatically flags mismatches and reduces errors that can lead to incorrect billing or unnecessary follow-up work. This functionality integrates directly into the field workflow, allowing supervisors to review and confirm readings with photo evidence.

The Client will be responsible for providing a minimum of 100 images per asset type (e.g., per meter model) to train the validation model. ServiceLink will configure the AI module based on the assets included in scope. Each distinct asset type (such as meters, transformers, or other field assets) represents a separate configuration and associated cost. Additional professional services hours will be required for the configuration of each new object type added for AI validation.

The Client acknowledges that the AI module uses machine learning algorithms to analyze and process data from completed forms, including images and text, to identify potential errors and suggest completions (the "Suggestions"). The Client understands that while the AI module is designed to improve accuracy and efficiency, it is not perfect and may make mistakes.

The Client agrees that ServiceLink shall not be liable for any errors, inaccuracies, or omissions in the Suggestions provided by the AI module. The Client acknowledges that a human reviewer will validate the Suggestions before they are accepted or rejected, but ServiceLink shall not be responsible for any consequences arising from the Client's reliance on the Suggestions.

The Client grants ServiceLink a non-exclusive, royalty-free license to use, reproduce, modify, and distribute the data and images from completed forms solely for the purpose of training and improving the AI module. The Client represents and warrants that it has all necessary rights and permissions to grant this license.

In no event shall ServiceLink be liable for any damages, including but not limited to incidental, consequential, or punitive damages, arising out of or related to the use of the AI module or the Suggestions.

3.3 Image Management Server

Centralizes the storage and retrieval of photos taken during order completion. Users can quickly search images by premise, address, meter number, or other identifiers, rather than opening individual orders. By offloading image handling to a dedicated system, supervisors and admins can review and validate photos more efficiently while ensuring production performance is not impacted.

This module requires a separate server instance to support image storage and search functionality. The minimum requirements for such server are as follows:

Minimum Hardware Requirements	Minimum Software Requirements
8-Core CPU RAM 16 GB, Disk: 500GB+	OS: Windows Server 2019 standard or higher (Windows Server 2022 recommended) (or) Ubuntu 22 or 24 (or) Oracle Linux 8 or 9

4 Hosting

Polk County will be responsible for providing the hosting environment for ServiceLink Image Management Server.

5 Scope of Services

ServiceLink, a division of N. Harris Computer Corporation, will provide the following services remotely:

- Project Management: Project management fees are included for this solution.
- Installation and configuration of ServiceLink AI Image Validation and Image Management Server Software
- Testing in training and production environment
- Customer validation and UAT support
- Go-Live support
- Training will be provided through structured dispatcher and field training sessions. If onsite training is required, a change order will need to be provided for travel and actual travel expenses.

This agreement includes a pre-defined number of configurations, project management and testing hours. If the project scope is expanded to include new services, or special requirements such as add on modules, ServiceLink will issue a change order for additional hours and/or fees at our current labor rate.

5.1 Pre-Upgrade Assessment & Planning

Before technical work begins, ServiceLink will conduct a readiness assessment to reduce risk and align timelines. Activities include:

- Environmental Review: Assess OS and database versions; confirm alignment with ServiceLink's recommended standards.
- Customization & Integration Audit: Identify existing integrations, translators, and customizations that may be impacted.
- ServiceLink Mobile Status: Confirm whether the Customer requires migration from a legacy mobile app.
- Resource Allocation: Confirm availability of Customer resources for UAT, training, and project coordination.
- Capacity Planning: Review server specifications to ensure scalability for growth and alignment with V8 Minimum Hardware and Software Requirements.

5.2 Server Upgrade

ServiceLink will install and configure ServiceLink V8 on new environments provided by the Customer. Deploying to new servers ensures a clean installation while the existing V7 environment remains intact for rollback until migration is complete.

- Underlying Infrastructure Preparation
    - Operating System & Database Upgrades (as applicable): Upgrade to ServiceLink-recommended OS and database versions (critical prerequisite for optimal V8 performance and support).
- ServiceLink V8 Application Installation
    - Install, configure, and validate ServiceLink V8 on prepared servers.
- Server Types
    - Production Server: Installation, configuration, and validation
    - Test Server: Installation, configuration, and validation · Requirements Reference: All servers must meet or exceed V8 Minimum Hardware and Software Requirements.

5.3 Mobile Upgrade

ServiceLink V8 supports the New ServiceLink Mobile as the sole mobile application for field staff. Customers currently using ServiceLink mobile applications prior to Field Force (legacy mobile applications) will be required to transition to the New ServiceLink Mobile in order to complete the V8 platform refresh.

- Customers on Field Force
    - ServiceLink will provide training to support dispatchers and field staff in adopting Version 8.
- Customers on legacy mobile applications
    - ServiceLink will perform the upgrade to the New ServiceLink Mobile and
    - Provide additional training to support adoption of the New ServiceLink Mobile application.

Note: The New ServiceLink Mobile upgrade is mandatory for customers not currently using Field Force. Additional training or customization beyond the included effort may be scoped separately through a change order.

5.4 Data Migration & Configuration

This phase ensures that all existing data, configurations, and integrations are migrated accurately and that the upgraded environment operates as expected in ServiceLink Version 8. The focus is on maintaining data integrity, minimizing disruption, and confirming that all functionality is properly aligned to the new platform architecture. The scope of work includes:

5.4.1 Application & Database Backup

ServiceLink will perform comprehensive backups of the existing application and database prior to the migration. This step ensures a reliable rollback path in the unlikely event of a critical issue during the upgrade.

5.4.2 Data Migration

Existing ServiceLink data will be migrated to the Version 8 schema, maintaining data accuracy and structure. User roles and authentication settings will be migrated using ServiceLink's established migration tools.

5.4.3 Translator Migration

All existing translators will be migrated from the legacy CIS-specific microservice to the standard ServiceLink JavaScript framework. This step is mandatory for customers currently using Advanced microservices, as those legacy translator types are being discontinued.

This migration eliminates the complexity of maintaining a separate CIS microservice, reduces points of failure, and ensures a more reliable and supportable integration long term. It also aligns customers with the same modernized integration framework used by other ServiceLink CIS partners.

- Migration of CIS-specific translator configurations into the standard ServiceLink JavaScript framework.
- Validation of migrated data and translator functionality.
- Cleanup or archival of obsolete translator configurations.

5.4.4 Configuration Updates

System configurations will be reviewed and updated to align with ServiceLink Version 8 standards and best practices. This includes recreation of scheduled jobs, subscriptions, and workflows where automated migration is not possible.

5.4.5 Integration Reconfiguration

Any integrations impacted by the migration will be reviewed and reconfigured to ensure full compatibility with the Customer's CIS and external systems.

5.4.6 Validation & Data Integrity Checks

ServiceLink will conduct validation and integrity checks to verify that data, configurations, and integrations have migrated successfully and that the upgraded environment is functioning as intended.

5.5 Customer-Specific Testing & Validation

Comprehensive testing is a critical phase of the upgrade process and ensures that ServiceLink Version 8 operates as intended within the Customer's environment. This phase confirms the integrity of migrated data, validates configuration accuracy, and verifies that key business processes perform correctly before go-live.

5.5.1 Functional Testing

ServiceLink will execute a comprehensive suite of functional tests to verify that all core ServiceLink features, configurations, and workflows are operating as expected. Testing will also confirm successful migration of translators, integrations, and system dependencies.

5.5.2 User Acceptance Testing (UAT)

ServiceLink will collaborate with the Customer to facilitate UAT, providing guidance and support as the Customer validates business processes in the upgraded environment. The Customer is responsible for executing UAT scenarios and confirming that results align with operational requirements.

ServiceLink will provide UAT support during this period. If additional testing support is required or the UAT period extends beyond three (3) weeks, additional effort will be billed under a separate change order.

5.5.3 Performance Testing

ServiceLink will perform baseline performance testing to verify system responsiveness and scalability under expected usage conditions.

5.6 Rollback Plan

While ServiceLink strives for a seamless upgrade experience, a defined rollback plan is maintained to mitigate risk.

- Backup Restoration: In the event of a critical issue during or immediately following migration, ServiceLink will restore the pre-upgrade ServiceLink application and database backups to return the system to its last known stable state.
- Communication Protocol: Prior to go-live, ServiceLink and the Customer will establish clear communication channels and escalation protocols to be followed in the unlikely event a rollback is necessary.

This plan ensures that a tested and verified recovery option exists before proceeding with the production cutover.

5.7 Support, Training, and Go-Live

This phase focuses on preparing users for the upgraded platform and ensuring a smooth transition to ServiceLink Version 8. ServiceLink will provide comprehensive training, coordinate go-live activities, and deliver post-go-live support to ensure operational stability.

- Dispatcher Training: ServiceLink will train dispatchers on the updated V8 interface and workflows. Training will focus on navigating the new user interface, applying filters, managing orders, and using new productivity features introduced in Version 8.
- Mobile Training: ServiceLink will providetraining sessions to support use of the New SerivceLink Mobile application, including core workflows and day-to-day functionality.
- Go-Live Coordination: ServiceLink will coordinate the official go-live in collaboration with the Customer, ensuring clear scheduling, communication, and readiness across all teams.
- Post-Go-Live Support: ServiceLink will provide production cutover assistance and stabilization following go-live to address any immediate issues or questions. Additional post-go-live support can be scoped separately if extended assistance is required.

Training and support effort may vary based on the number of users or the complexity of the Customer's environment. If the Customer's training or post-go-live needs exceed the scope outlined above, additional hours may be billed via change order.

6 Customer Responsibilities

To ensure the success of the V8 Platform Refresh, the Customer is expected to:

- Provision Infrastructure: Provide new servers or virtual environments that meet ServiceLink's Minimum Hardware and Software Requirements. Servers must be available for configuration prior to the scheduled upgrade window.
    - If the Customer's ServiceLink environment is hosted by their CIS partner, the CIS will be responsible for providing the hosting environment and for including any associated hosting fees within their own pricing to the Customer.
- Backup Coordination: Confirm that internal or hosted backup procedures are active and accessible for rollback scenarios. ServiceLink will perform application and database backups as part of the migration, but Customer is responsible for ensuring any organization-wide backup policies remain in place.
- Provide Test Data and Access: Supply representative test data, system access, and any required credentials for ServiceLink staff.
- System Access & Coordination: Providing ServiceLink with necessary system access, documentation, and scheduling for integration testing.
- Assign Testing Resources: Allocate staff to perform UAT testing. ServiceLink will support this effort but cannot conduct UAT on the Customer's behalf.
- Timely Feedback: Provide prompt feedback during testing and validation phases to allow the project to remain on schedule.
- Manage Partner Participation: Ensure their CIS partner participates in required activities outlined in the Partner Responsibilities section.

7 AUS Responsibilities

All professional services contained in this Scope of work will be delivered by ServiceLink.

8 Deliverables

At the conclusion of this engagement, the following will be delivered:

- Configured ServiceLink V8 environments (Production and Test).
- Migrated and validated data, roles, and workflows.
- Updated translator configurations.
- Verified rollback plan and validated application/database backups prior to go-live.
- Mobile upgrade to the New ServiceLink Mobile.
- Dispatcher and field training sessions.
- Supported UAT and production go-live.
- Project completion sign-off.

9 Acceptance Criteria

- ServiceLink V8 environments are installed, configured, and validated against minimum requirements.
- Data and configurations migrated successfully with integrity checks completed.
- Baseline performance testing completed with acceptable results.
- Rollback plan validated and confirmed by the customer prior to production cutover.
- Training delivered to Customer-designated staff.
- Customer confirms successful UAT completion.
- Go-live completed and system stabilized.

10 Out of Scope

The following items are not included in this SOW:

- Training beyond the included dispatcher and field training sessions.
- Customer's own UAT execution and validation effort.
- Additional server environments beyond those listed in scope.
- Rollback or restoration effort resulting from Customer infrastructure issues or unsupported environments beyond those covered under the defined rollback plan.
- Integration or translator adjustments beyond the baseline AUS migrations outlined in this document.
- Any effort required due to customer delays, infrastructure limitations, or third-party system issues.

Any items outside of scope will require a formal change order.

11 Project Timeline

The estimated duration of this engagement will depend on Customer readiness, availability of servers, and timely completion of UAT. Typical migrations are completed within 8–12 weeks, assuming Customer and partner resources are available as outlined.

Costs associated with extended UAT, additional training, or post-go-live support beyond the defined scope will be billed through a formal change order.

12 Fees and Payments

The following fees and payments are based on the scope outlined in Section 2.

Project fees are based on the estimated effort required to complete the migration as described. ServiceLink will provide a formal quote aligned to the scope of services and applicable customer type. Invoicing will follow the terms outlined in the Customer's agreement with ServiceLink.

12.1 One-time Costs

DESCRIPTION	FEES
Professional Services related to Harris Service-Link • Project Management • Business Analysis • Implementation • Configurations • Integrations • Testing • Training (Included at no cost) Additional Module Professional Services	$67,950
Additional Module License Fees	$31,500
TOTAL ONE-TIME FEES	**$99,450**

12.2 Annual Recurring Costs

DESCRIPTION	FEES
Maintenance and Support related to Harris Service-Link	$7,875
TOTAL ANNUAL RECURRING FEES	**$7,875/year**

12.3 Fees and Payment Assumptions

1. Price excludes any applicable taxes, duties, and fees.
2. Price does not include travel time or travel expenses, which are billed as incurred. Travel expenses typically include, but may not be limited to airfare, transportation, meals, and accommodations.
3. Any additional professional services may be offered at a rate of $260/hour.
4. Proposal is valid for 60 days from date of delivery and will then be considered expired. Project may need to be reassessed and re-quoted to ensure accuracy.
5. All invoices are payable within 45 days.
6. Recurring costs are based on a 5-year term and annual increases on recurring costs are limited to 5% or CPI, whichever is greater.
7. A user license is mandatory for any individual accessing the Harris' Service-Link software, irrespective of their role, including but not limited to Administrators, Dispatchers, Field Service Representatives (FSRs), or Customer Service Representatives (CSRs). The only exception to this requirement applies to users from Third-Party Partners or Harris Service-Link staff engaged in the installation, testing, or maintenance of the system. These users are exempt from user licensing.
8. In the event Polk County requires additional users beyond those identified within this SOW, Harris will provide a quote at that time.

12.4 Payment Milestones

Licenses:

100% on signature of execution of amendment	$31,500.00

Professional Services:

Milestone 1: Project Discovery & Readiness Assessment · Pre-Upgrade Assessment & Planning	$3,576.32
Milestone 2: System Infrastructure & Data Migration · Server Upgrade · Mobile Upgrade · Data Migration & Configuration · Application & Database Backup · Data Migration · Translator Migration · Configuration Updated · Integration Reconfiguration	$28,610.53

Milestone 3: Quality Assurance & User Acceptance Testing · Validation & Data Integrity Checks · Customer-Specific Testing & Validation · Functional Testing · User Acceptance Testing · Performance Testing	$17,881.58
Milestone 4: Operational Readiness & Go-Live Execution · Roll Back Plan · Dispatcher Training · Field Training · Go-Live Coordination	$14,305.26
Milestone 5: Post-Implementation Stabilization & Support · Month long post go-live support	$3,576.31

Maintenance and Support:

100% on Initial Software Installation	$7,875.00

13 Change Management

Any changes to this scope of work must be documented and agreed upon in writing via a formal change order, including changes related to testing duration, training, environment counts, or additional integrations.

14 Legal Terms and Conditions

Authorization

Signature indicates the parties have read, understood and agreed to all the contents of this agreement.

The pricing in this agreement is valid until March 30, 2026.

Under no circumstances shall ServiceLink be liable for any special, indirect, consequential, punitive or incidental damages of any kind and shall not be liable for loss of profits, work stoppage, system failure or malfunction, loss of data or any other damages or losses in connection with this Scope of work. ServiceLink shall not be liable to pay any amount, in the aggregate, that is greater than the fees received by ServiceLink under this agreement.

15 Appendices

15.1 ServiceLink Version 8 Technical Specifications

15.1.1 Hardware Requirements

15.1.1.1 Option#1: ServiceLink application and database on the same server

System Component	Minimum hardware requirements	Software requirements
ServiceLink Application Server	32-Core CPU RAM 64 GB, Disk: 1TB+	OS: Windows Server 2019 standard or higher (Windows Server 2022 recommended) (or) Ubuntu 22 or 24 (or) Oracle Linux 8 or 9 Database: SQL Server 2016 or higher (SQL Server 2022 recommended) (or) Oracle 19c or 21c

Note: Two (2) of these servers (Option 1 or 2) are required: Test and Production.

15.1.1.2 Option#2: ServiceLink application on one server and database in a shared environment

System Component	Minimum hardware requirements	Software requirements
ServiceLink Application Server	16-Core CPU RAM 32 GB, Disk: 500GB+	OS: Windows Server 2019 standard or higher (Windows Server 2022 recommended) (or) Ubuntu 22 or 24

System Component	Minimum hardware requirements	Software requirements
		(or) Oracle Linux 8 or 9 (or) Oracle Linux 8 or 9

Note: Two (2) of these servers (Option 1 or 2) are required: Test and Production.

15.1.1.3 Option#3: ServiceLink running in Azure using Azure SQL

System Component	Operational Parameters	Software requirements
ServiceLink Database Azure SQL	The minimum is Azure SQL Standard NEVER Basic	
	For small (less than 10 users/ less than 100 orders/day)	S1
	Up to 25 Users, 500 orders/day	S2
	Up to 100 Users, 1000 orders/day	S3
	Over 100 users	P Levels are appropriate. Contact ServiceLink for assistance. This will also depend on the number of orders.

15.1.1.4 Option#4: ServiceLink running in Amazon Web Services (AWS) with SQL Server

The ServiceLink team opts for this option when it needs to host for the customer.

15.1.1.4.1 Test and UAT (if needed) Environments

System Component	Operational Parameters	Instances Size
AWS Application Load Balancer	N/A	
AWS Web Application Firewall		
Test Application Server and Test Database		t3a.2xlarge Linux instance with 550 GB Storage
S3 Storage		

15.1.1.4.2 Production Environment

System Component	Operational Parameters	Instances Size
AWS Application Load Balancer		

System Component	Operational Parameters	Instances Size
AWS Web Application Firewall		
Production Database Server	Regular Deployment - Up to 25 Users, 500 orders/day	c6i.2xlarge instance with 750 GB drive Linux instance with SQL Server 2022 standard
	Large Deployment - Up to 100 Users, 1000 orders/day	c6i.2xlarge instance with 750 GB drive Linux instance with SQL Server 2022 standard
	Very Large Deployment - Greater than 100 Users, 1000 orders/day	c6i.4xlarge instance with 500 GB drive Linux instance with Server 2022 standard
Production Application Server	Regular Deployment - Up to 25 Users, 500 orders/day	c6i.2xlarge instance with 500 GB drive Linux instance
	Large Deployment - Up to 100 Users, 1000 orders/day	c6i.4xlarge instance with 500 GB drive Linux instance
	Very Large Deployment - Greater than 100 Users, 1000 orders/day	c6i.4xlarge instance with 500 GB drive Linux instance
S3 Storage	a. Store daily database backups b. Store daily runtime image backups c. Store work order images	

15.1.2 Software Requirements

Name	Version	Comments
MSMQ (Microsoft Message Queueing)	N/A	Windows feature needs to be enabled.
JRE	Java 8 Update 292	Included with the build
Erlang OTP	20.3+	
RabbitMQ Server	3.8.0+	Latest version tested: 3.9.12
NGNIX	1.17.5+	Proxy/Load balancing tool. SSL Certificate to be provided by the customer.

Name	Version	Comments
Access to Firebase server https://fcm.googleapis.com/fcm/send	N/A	ServiceLink uses Firebase for push notifications (Only for iOS and Android clients) Access to Google Firebase Cloud is needed from the Application server as well as mobile devices.
Access to Monitoring tool URL: https://monitoring.ServiceLinkplatform.net Port: 5672	N/A	ServiceLink cloud based monitoring tool send notifications to support team if issues related to application outage found.
Google Chrome or Firefox	latest	Needed for verification purposes.
SQL Server Management Studio (SSMS)	17+	Needed for running SQL migration scripts during application install or upgrade.
Notepad++	7+	Nice to have, needed for making configuration changes.

15.1.3 Router Requirements

System Component	Minimum hardware requirements	Software requirements
ServiceLink Routing Server	8-Core CPU RAM 16 GB, Disk: 500GB+	OS: Windows Server 2019 standard or higher (Windows Server 2022 recommended) (or) Ubuntu 22 or 24 (or) Oracle Linux 8 or 9

15.1.4 Application Requirements

15.1.4.1 Dispatch Application

ServiceLink's Dispatch application is a web-based application, and it runs on any major modern browser. We recommend the following browsers:

- Google Chrome 41+
- Firefox 40+
- Safari 9+
- Opera 28+
- Microsoft Edge 45+ (when released out of Beta)

15.1.4.2 Mobile Application

15.1.4.2.1 Android

15.1.4.2.1.1 Software Requirements

System Component	Supported	Unsupported
Android Mobile		
Operating System	Recommended Android 7.1.2 and above. Reduced performance for Android versions below 7.1.2	Android 4.4.4 and below
Mapping	Google Play Services Accessible ServiceLink for Android uses the latest Google Maps components for mapping which require the device to have access to Google Play Services.	Non-Google Play accessible devices

15.1.4.2.1.2 Hardware Requirements

System Component	Example
10" Tablet form factor 7" Tablet form factor Phone form factor	Samsung Galaxy Tab S7 Google Pixel 5 Phone GPS required
Processor	Modern dual core or better processor
Memory	2GB + 4GB + recommended
Internet Access	3G, 4G, Wifi depending on need to be online at all times
Storage	32 GB or greater is recommended

15.1.4.2.2 iOS

We will support 1 major version back for iOS and iPad OS. (iOS 17 is the current version, we support iOS 16 and above). Any Apple device running on these OS versions will work with Service-Link. This gives one year notice for any devices aging out of Apple support.

System Component	Software Requirements
iPad	iPadOS 16.x+ iPad w/Cellular data required for GPS functionality
iPhone	iOS 16.x+

15.1.4.2.3 Windows

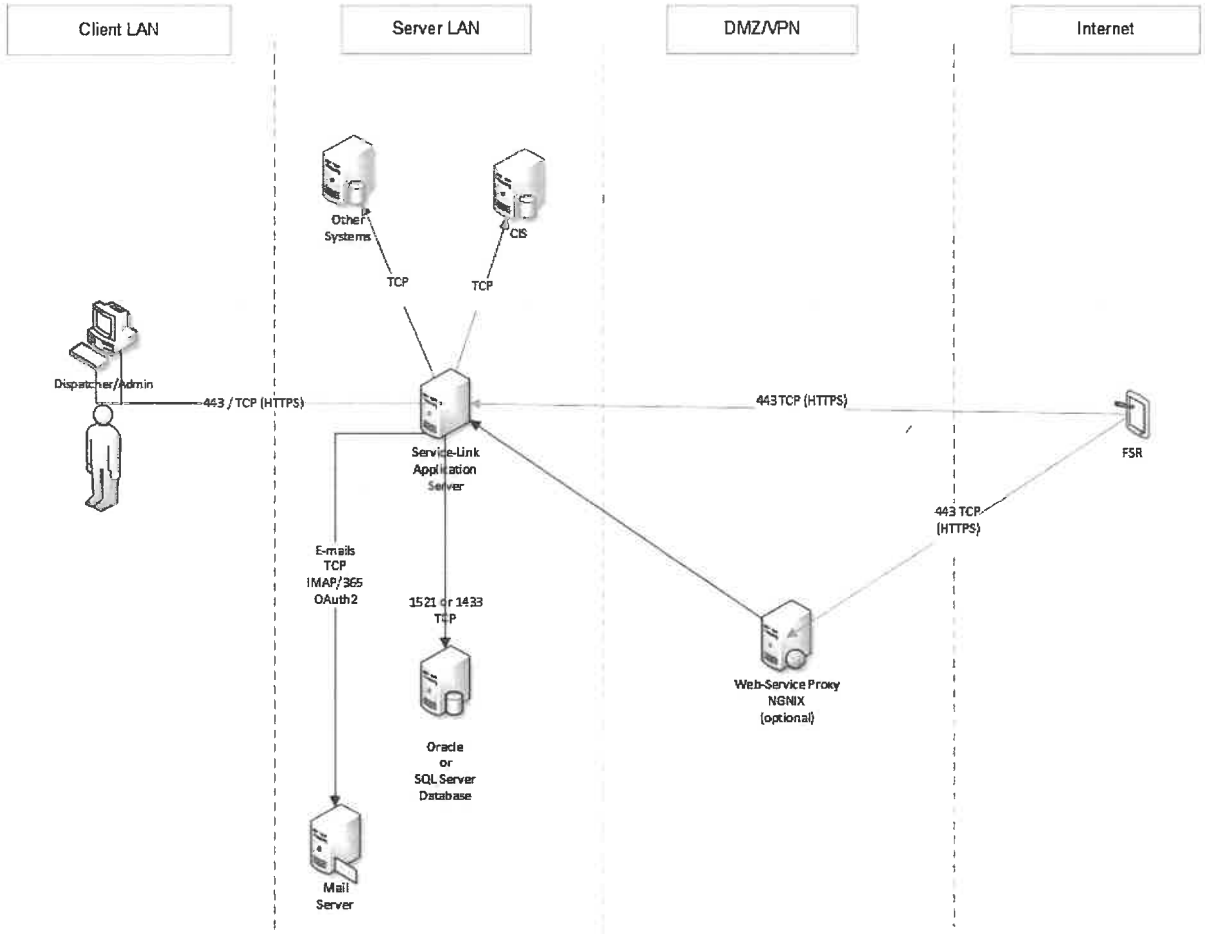
Minimum Hardware Requirements	Software Requirements
Dual-Core CPU RAM 4GB+, Disk: 128GB+	OS: Windows 10 Pro, 64-bit

15.1.4.2.4 Web (PWA)

Browser	Supported Operating Systems	Versions Supported
Google Chrome	Windows, macOS, Linux, Chrome OS	The current version and 1 major version back
Safari	iOS	The current version and 1 major version back
Microsoft Edge	Windows, macOS, Android	The current version and 1 major version back

15.2 Architecture Diagram

The diagram below represents the standard architecture for the ServiceLink application. Actual deployment details may vary based on the Customer's infrastructure, system integrations, and environment-specific requirements.


Client LAN
Server LAN
DMZ/VPN
Internet
Other Systems
CIS
TCP
TCP
Dispatcher/Admin
443 / TCP (HTTPS)
Service-Link Application Server
443 TCP (HTTPS)
FSR
443 TCP (HTTPS)
E-mails TCP IMAP/365 OAuth2
1521 or 1433 TCP
Web-Service Proxy NGNIX (optional)
Oracle or SQL Server Database
Mail Server