



Xovis Services & Xovis Partner Program

Welcome

The Xovis PC-Series Sensors and in-store analytics portfolio is the most complete selection of 3D people counters and tracking applications on the market. Our partners in markets such as retail, smart buildings and smart cities trust in Xovis to gather valuable data like dwell time, fill level and conversion rate, as well as strategic and behavioral insights. Our products pave the way to move people more smoothly through facilities, optimize resource planning and ultimately increase customer satisfaction.

Numerous system integrators around the globe count on more than 200,000 Xovis PC Series Sensors in the field, that can be easily integrated into third-party software environments via

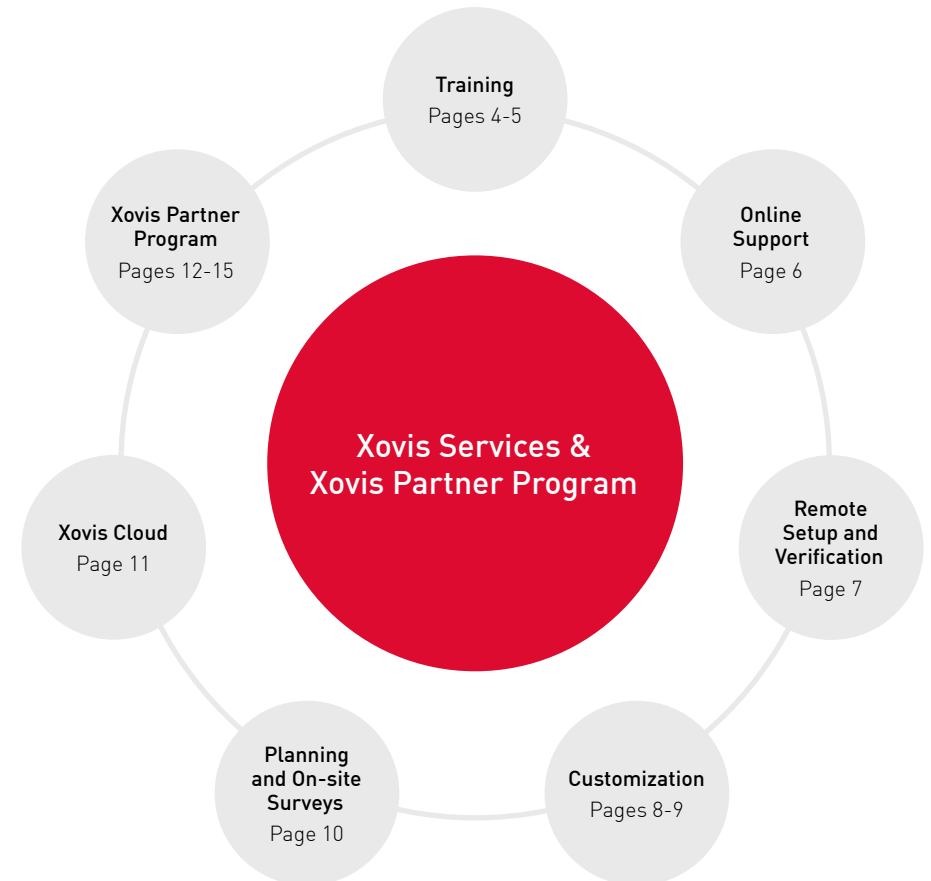
the simple API or data-push features.

The Xovis Channel Team is happy to advise you on how to expedite, simplify and customize the installation, configuration and use of our products. Read more about the broad array of Xovis Services on the following pages.

Every new Xovis customer is entitled to **a complimentary welcome package of five service hours for online support and training.** Participants in the Xovis Partner Program benefit from special service packages.

We look forward to a fruitful and long-lasting partnership.

Your Xovis Channel Team



Training Modules

Our tailor-made training modules are the fastest and easiest way to become familiar with our technology and its applications. Our experienced experts provide in-depth knowledge both remotely and on-site. In order to ensure the best possible training quality, we limit the number of participants to 10 persons per training module. The first model enables participants to access their Xovis PC-Series Sensors and interpret the count data.

Participants in the second module learn how to configure and manage the Xovis PC-Series Sensors. With a focus on large area tracking projects, the third module provides equips participants with tips and tricks for our in-store analytics products.

Read about the different Xovis Training Modules on the following pages and find the most suitable format for your company.

BASIC TRAINING SENSOR / SPIDER

Target audience	Users with monitoring tasks
Prerequisites	None
Duration	4 hours
Place/Date	To be agreed
Training target	Participants learn how to access the Xovis 3D Sensor, use the features and interpret count data.
Topics	<ul style="list-style-type: none"> • Overview of the Xovis PC-Series / SPIDER • Working principles • Features • How to access the sensor / SPIDER and validate data • Sensor Explorer, Recording Viewer, Device Control • Configuration basics



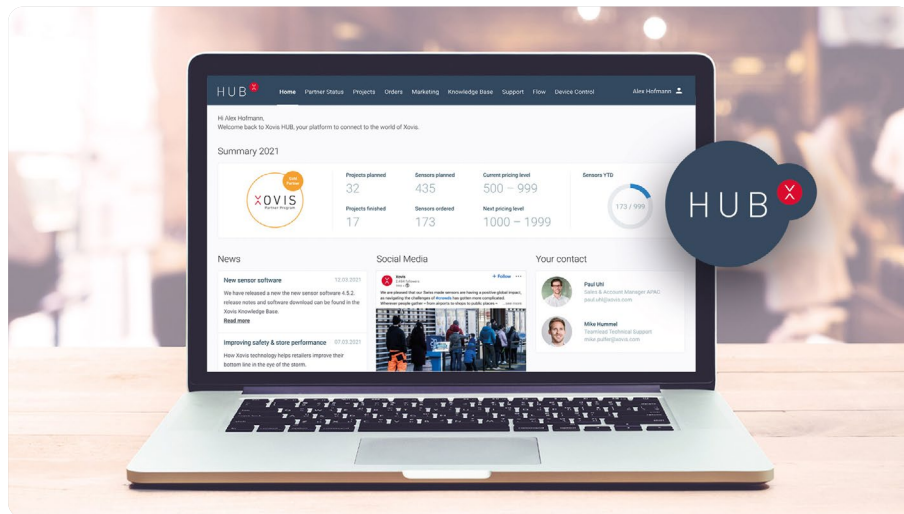
For more information and prices, please contact your sales representative or send a request to info@xovis.com

ADVANCED TRAINING SENSOR / SPIDER

Target audience	Users with planning, configuration and maintenance tasks
Prerequisites	None
Duration	1 day
Place/Date	To be agreed
Training target	In addition to Xovis 3D Sensors / SPIDER basics, participants get configuration/planning tricks and learn how to integrate Xovis products (single Xovis 3D Sensor, Xovis Multisensor) into third-party applications.
Topics	<ul style="list-style-type: none"> • Overview of the Xovis PC-Series / SPIDER • Working principles • Features • How to access the sensor / SPIDER and to validate data • Sensor Explorer, Recording Viewer, Device Control • API basics • Sensor installation planning

Xovis HUB partner platform

The HUB is our partners' entry point to the world of Xovis – the place where you access tools that help you smooth your operations and simplify managing the use of Xovis technology.



FOCUS ON YOUR BUSINESS SUCCESS

Roll out projects seamlessly and in no time. Choose the most suitable sensors for your projects, plan your system and collaborate on installations with other partners and easily access and manage your Xovis system: From marketing to planning, ordering to sensor installation, and all the way through to maintenance and support.

KNOWLEDGE BASE

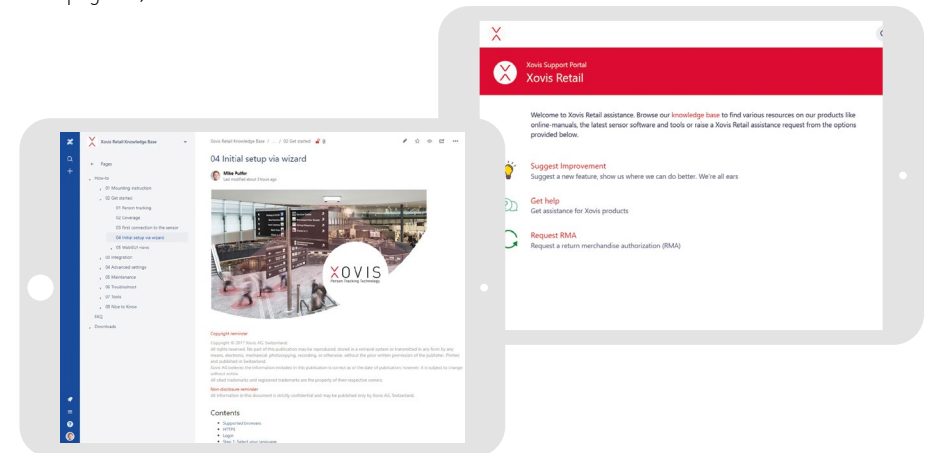
The free and vast collection of resources provides you with the latest software versions, first-hand tips and tricks, access to our FAQ page and the latest manuals, as well as news on our product portfolio.

REMOTE SETUP AND VALIDATION

Our team of experienced experts is also available to perform remote configuration and validation of Xovis 3D sensors that have already been delivered and installed. When a customer activates the "Connect to Xovis Support" button in the WebGUI of the Xovis 3D Sensor firmware, our experienced experts will access the sensors remotely to set up and/or verify the desired sensor settings via the Xovis Device Control (see also page 11).

ONLINE SUPPORT PORTAL

Upon registration, every new Xovis customer has access to the Xovis Customer Portal support.xovis.com. Once logged in, you will find comprehensive product information and be able to submit support and RMA requests. You can also share product development suggestions and ideas with the Xovis Product Management.



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Pre-configuration

If you want your ordered Xovis 3D sensors to arrive with site-specific preconfigured settings (IP address, sensor height, etc.), the Xovis Pre-configuration Service is the right choice.

After placing your order, you will receive a form to provide the required information. Our team of

experienced experts will then apply the settings to the sensors accordingly.

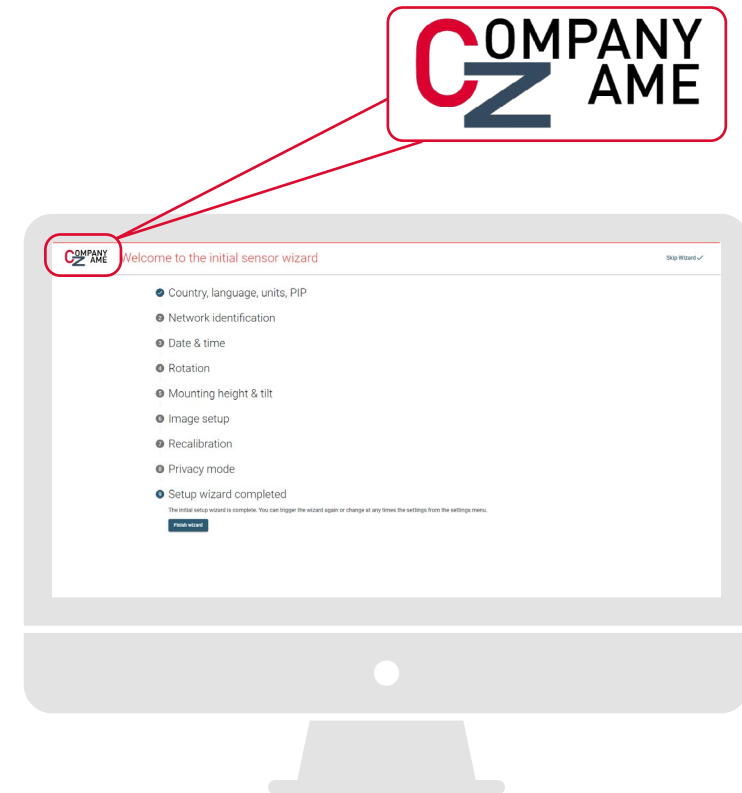
Xovis Pre-configuration is a very efficient method of simplifying the delivery process of large roll-outs and expediting the integration of Xovis 3D Sensors into an operational system.



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INDIVIDUAL DESIGN

As part of the pre-configuration you can even choose your company logo and favicon to be part of the WebUI ex-factory.



Planning and On-site Surveys



Large area counting and tracking applications require a technology with the ability to connect a large number of sensors, in order to measure people flow-related KPIs throughout the facilities. Our team of experienced experts is at your disposal for various planning and on-site support activities:

PLANNING

Based on information, plans and pictures shared by our system integrators, Xovis experts provide a first planning draft for the installation. Taking into consideration ceiling heights and other architectural factors, this typically includes the recommended number of Xovis 3D Sensors, the most suitable Xovis PC-Series model and installation recommendations.

ON-SITE SURVEYS

For projects that require an on-site inspection, you can count on the extensive experience of our team. Through pictures and measurements, our experts plan the entire site, sensor by sensor. They provide the system integrator with a final planning documentation that includes the positions of all sensors and detailed installation recommendations.



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Device Control

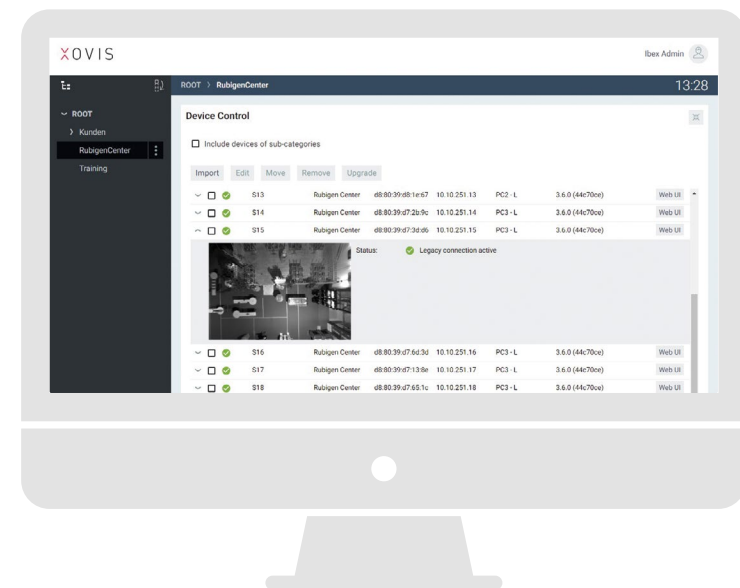
The Xovis Device Control (mentioned on page 7) is a comfortable way to remotely manage and control Xovis PC-Series Sensors. It can be installed on a server at the customer's premises or used as a hosted service via the Xovis Cloud. Of course, all standard features of the Xovis Device Control are available in the Xovis Cloud, including a full-feature API for easy integration into third-party applications.

Partners that opt for the Xovis Cloud solution not only save setup and maintenance costs,

but also always work on the latest Xovis Device Control version with all its advantages.

The Xovis Cloud features a comprehensive user/group and rights management, which is available only through the dedicated licensing model. This enables multitenant applications for sensor management. System integrators can provide their customers with an individual access to a single device or a group of managed sensors.

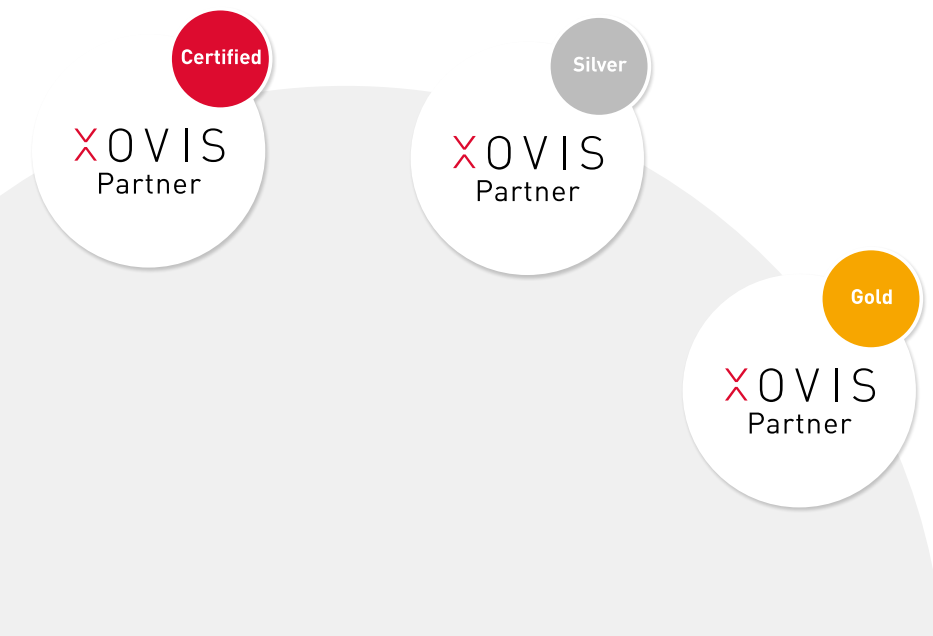
They have also the option of incorporating their logo in their instance of the Xovis Cloud.



Xovis Partner Program

The Xovis Partner Program is a sales and marketing program for value-added resellers of Xovis PC-Series Sensors and software solutions, that possess outstanding technical skills and handle substantial sales volumes. It is designed to reward our partners' commitment to building strong, long-lasting collaborations and to serving customers with maximum reliability and efficiency. Together, we take in-store analytics to a new level. Participants in the Xovis Partner Program benefit from additional uncharged service hours and special rates after the complimentary welcome package has been used. As a reward for their efforts to advance the use and development of Xovis PC-Series Sensors and software solutions, Xovis partners also benefit from joint special marketing initiatives, sales tools and technical support.

THERE ARE THREE LEVELS OF PARTNERSHIP:



The three levels of the Xovis Partner Program

A **CERTIFIED PARTNER** actively sells Xovis PC-Series Sensors and software solutions. The partner status is granted upon meeting a minimum purchase volume or proving a solid knowledge of our products. Certified Partners provide first level support to end customers.

The **SILVER PARTNER** status rewards system integrators that proactively promote and sell Xovis products as their preferred platform. Silver Partners have an in-depth understanding of a broad range of possible applications based on Xovis PC-Series Sensors and our portfolio of in-store solutions. Silver Partners also engage in joint marketing activities. This partner status comes with privileges such as sales leads, training discounts and more.

The **GOLD PARTNER** is the highest level of the Xovis Partner Program and acknowledges partners that sell and promote Xovis products as their primary platform. Through a mastery of complex data analytics and with exceptional business performance, our Gold Partners have access to an extensive network through which to distribute their solutions. They exclusively benefit from attractive training discounts, joint marketing activities, access to Beta versions and more. There is a limited number of Gold Partners per region.



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Requirements for the Xovis Partner Program

An annual assessment of the collaboration with all partners defines the partner status for the following year. The assigned partner status applies for a maximum of one year. An upgrade is possible as soon as the requirements for the next level have been fulfilled. The following table contains the requirements for the different levels of the Xovis Partner Program.

Partners	CERTIFIED	SILVER	GOLD
Fee	No	No	No
Minimum annual sales volume	100 sensors	500 sensors	1500 sensors
Rolling forecast	Desirable	Annual	Biannual
Annual commercial agreement	Yes	Yes	Yes
End-customer support	Yes	Yes	Yes
On-site installations	Yes	Yes	Yes
Xovis-experienced staff	Recommended	Required	Required
Active use of Xovis logo and communication of partnership	Recommended	Own website	Own website/ PR
Joint success stories	Recommended	Yes	Yes
Technical skills	PC-Series	PC-Series and/or instore analytics	PC-Series and instore analytics

Benefits of the Xovis Partner Program

The following table shows which benefits are associated with the different partner levels.

Partners	CERTIFIED	SILVER	GOLD
Partner Certificate	Yes	Yes	Yes
Use of Xovis logo	Yes	Yes	Yes
Use of partnership logo	Yes	Yes	Yes
Marketing and sales material	Yes	Yes	Yes
Lead forwarding	Yes	Yes	Yes
Joint case studies	Yes	Yes	Yes
Joint communication activities	Yes	Yes	Yes
Joint exhibitions with Xovis	No	Yes	Yes
Exhibition support	No	No	ACM
Product training	Up to 10% discount	Up to 25% discount	Up to 50% discount
Free technical support	10 hours/year	20 hours/year	40 hours/year
Access to Beta versions	No	Yes	Yes
Access to product management	No	Yes	Yes



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