

# Frequently Asked Questions

## CG4 Solutions for AssetCenter & ServiceCenter

**Q: What is Peregrine's position on mobile applications?**

**A:** Providing our customers with a mobile solution that extends the reach of AssetCenter and ServiceCenter is very important. Peregrine has included a number of technology and solution partners in the Alliance Program that specialize in mobile solution platforms and implementation. In addition, Peregrine has signed a strategic reseller agreement with CG4 Solutions, offering a turnkey mobile solution platform designed to work specifically with AssetCenter and ServiceCenter.

**Q: Who is CG4 Solutions?**

**A:** CG4 Solutions, Inc. ( [www.cg4.com](http://www.cg4.com) ), based in Centerville, Utah, is a leading provider of turnkey mobile applications. CG4 dedicates 100% of its efforts to mobile application integration design, development and deployment. CG4 also offers services for their mobile solutions including professional implementation, tailoring services, and customer support.

**Q: What happened to the Peregrine mobile applications, like Peregrine Mobile or Mobilize.It?**

**A:** Peregrine Mobile and Mobilize.It! are fixed function client extensions of AssetCenter and ServiceCenter, which do not satisfy our customers' mobile solution requirements. It is not possible to enhance Peregrine Mobile further without significant development time; therefore, Peregrine has chosen to discontinue in-house developed mobile applications and resell CG4 turnkey mobile solutions in their place.

Mobile technology is ever-changing and requires focused dedication to "keep up" with current trends and architectural changes. Therefore, Peregrine chose to select a technology partner, who is dedicated to providing both a mobile technology platform and business applications that extend the functionality of AssetCenter and ServiceCenter – that partner is CG4 Solutions.

**Q: How are CG4 applications licensed?**

**A:** CG4•Mobile applications are licensed per device. The two applications designed to work specifically with AssetCenter and ServiceCenter are:

- CG4•Mobile Asset Tracking System (ATS) for AssetCenter
- CG4•Mobile Ticket Management System (TMS) for ServiceCenter

This includes the CG4•Mobile data conversion platform "CG4•Central" and integration with the respective Peregrine back-end application. In addition, CG4 offers tailoring services, training and mobile hardware, for a complete turnkey implementation.

**Q: How do CG4 applications work with Peregrine solutions?**

**A:** CG4•Mobile applications extend the value of AssetCenter and ServiceCenter through the following out-of-box functionality:

<b>CG4 Application</b>	<b>Function</b>
<b>Asset Tracking System (ATS) for AssetCenter</b>	The CG4•Mobile Asset Tracking System (ATS) for AssetCenter will integrate with the Peregrine AssetCenter (AC version 3.51 and higher) application off-the-shelf for the purpose of conducting asset receipts, work order management, physical inventories, spot checks of assets, moves, adds, changes, and asset retirement. ATS for AssetCenter provides for easy lookup of outstanding purchase orders, allowing the mobile user to quickly match received goods to the order and record the physical asset details, such as Asset Tag or Serial Number. Assist with audits and asset identification by scanning and locating existing assets by barcode tag. ATS for AssetCenter also provides the ability to add new assets and make updates to existing asset records, enable the customer to conduct bulk moves, adds, changes and retire assets within the customer organization.
<b>Ticket Management System (TMS) for ServiceCenter</b>	The CG4•Mobile Ticket Management System (TMS) for ServiceCenter will integrate with the Peregrine ServiceCenter (SC version 4.x, 5.x and higher) application off-the-shelf for the purpose of enabling field technicians with the ability to open, close, and update Incidents, as well as, update and close Change Tasks and Request Line Items from the field.

In addition, CG4 provides implementation, tailoring, and training services, and compatible hardware for a complete turnkey solution offering.

**Q: Does CG4 provide any migration incentives to Peregrine mobile customers?**

**A:** Yes, Peregrine has negotiated special migration incentives for Peregrine mobile customers, current with their annual maintenance. CG4 has agreed to exchange Peregrine customers' mobile licenses "seat for seat" with the appropriate CG4•Mobile applications (see previous table). For specific details regarding the migration program, please refer to the [CG4 Rollout Program](#) presentation, posted on the **Sales Resource Center**.

**Q: Why should my customer migrate to CG4?**

**A:** CG4•Mobile applications represent equivalent functionality to legacy Peregrine mobile applications, and are designed to extend the same business value our customers expect from a mobile application. As part of the strategic reseller agreement, CG4 will continue to evolve their applications and platform, and maintain compatibility with future AssetCenter and ServiceCenter releases.

800.632.6347  
www.peregrine.com

Peregrine World Headquarters  
3611 Valley Centre Drive  
San Diego, CA. 92130

**Q. When will customers receive a notification of the end of life for Peregrine's mobile applications?**

**A.** An official "end of service" statement will be posted to CenterPoint Web in May. Concurrently, all Peregrine mobile application customers, current with maintenance will be invited to take advantage of the migration incentive program.

**Q. What is the effective date of the end of life for Peregrine mobile products?**

**A.** Support for all Peregrine mobile applications will end as of 30-APR-05. Product Management will be providing Account Executives with a list of known Peregrine mobile application customers, so that the value of **CG4•Mobile** solutions, and how to take advantage of the migration program.

**Q. Are customers with the existing Peregrine mobile applications required to migrate?**

**A.** No; however, support for all Peregrine mobile applications will end as of 30-APR-05. So it is in your customers' best interest to encourage they take advantage of the CG4 migration incentive program.

**Q. What happens if my customer migrates to CG4 in the middle of their current maintenance agreement?**

**A.** CG4 has agreed to extend their required annual maintenance fee, due at migration, by the prorated number of months remaining on the Peregrine customer's maintenance agreement. For example, a Peregrine Mobile customer covered by maintenance through SEP-04 would receive 4 additional months of maintenance when migrating to CG4 during MAY-04 – a total of 16 months CG4 maintenance for the price of 12 months!

**Q: What happens if my customer's maintenance has expired?**

**A:** CG4 has agreed to extend the Peregrine mobile application migration program to any customer who was current with maintenance anytime after 31-DEC-03.

**Q: How do CG4 applications work with AssetCenter or ServiceCenter?**

**A:** CG4 Central leverages proven Peregrine technology for integrating with AssetCenter and ServiceCenter. For AssetCenter, CG4 utilizes Connect-It; for ServiceCenter, CG4 utilizes SCAuto.

**Q: What are the differences between Peregrine's mobile applications and CG4 applications?**

**A:** Functionally, CG4 applications provide equivalent functionality to Peregrine's legacy mobile applications. The most significant difference CG4 offers to Peregrine customers is the ability to extend the CG4•Mobile application to include customer specific business requirements.

800.632.6347  
www.peregrine.com

Peregrine World Headquarters  
3611 Valley Centre Drive  
San Diego, CA. 92130

**Q: What are the technical requirements for CG4 applications/platform?**

**A:** CG4•Mobile applications require a compatible Palm or Pocket PC mobile device; CG4 Central requires an Intel based desktop or server, running Windows SP6 or higher. For more technical details, refer to the CG4 Technical FAQ posted on the [Sales Resource Center](#).

**Q: How are CG4 applications installed?**

**A:** CG4 applications are installed from CD. CG4 Central is installed on most Intel based compatible Windows 2000 or XP Professional platform, along with the respective CG4 applications. The mobile is installed from the CG4 Central system. For more information about the installation process, hardware and software requirements, refer to the CG4 Technical FAQ posted on the [Sales Resource Center](#).

**Q: Can the CG4 applications be tailored?**

**A:** Yes, CG4 applications can be extended to include customer specific functionality. Tailoring CG4 applications requires the use of qualified professional services. CG4 is available to assist customers incorporate their business requirements into CG4's applications, including training or project management support.

**Q: What mobile devices are supported by CG4?**

**A:** CG4 supports mobile devices based on the following operating systems:

- ✓ CG4 supports most mobile device running the Palm operating system (version 3.5 and higher)
- ✓ Pocket PC operating system (versions 2002 and 2003)

**Q: Does CG4 support Blackberry devices?**

**A:** No, CG4 does not support RIM based devices (e.g., Blackberry) at this time.

**Q: Does CG4 sell mobile devices?**

**A:** Yes, CG4 does have the ability to resell mobile handheld devices.

**Q: My customer has scanner-enabled handheld devices – will they work with CG4?**

**A:** CG4 applications support barcode scanner enabled hardware from various vendors as long as they are compatible with the operating systems that CG4 supports. For more details regarding supported mobile hardware options, refer to the CG4 Technical FAQ posted on the [Sales Resource Center](#).