

What is RISE?

Subaru of America has partnered with Nuspire to initiate the Retailer Infrastructure Support Environment (RISE), an essential program that builds off retailers' existing SDS network and devices by adding more security, required minimum wireless coverage and endpoint protection on the SDS device. This will allow retailers to take advantage of the currently deployed applications and capabilities while providing a foundation for new functionalities coming in the very near future. This is all meant to assist in continuing to satisfy transportation needs of the customer, at a profit.

Included

A Standardized Network Environment

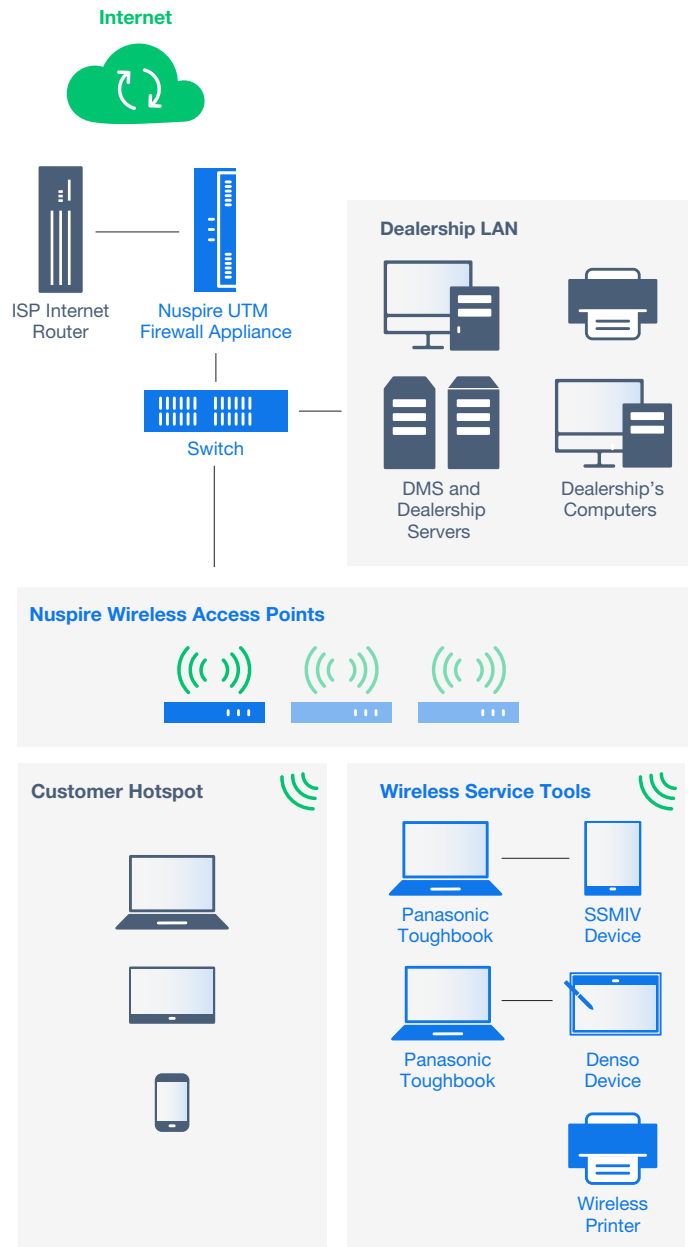
- Subaru Diagnostic System (SDS)
- Denso boxes – including licensing and support
- Midtronics
- Panasonic Toughbooks
- Wireless SDS Brother printer
- Guest Wifi hotspots with customized retailer splash page
- Employee Wi-Fi Access (secured with LDAP authentication utilizing Subarunet ID)

24x7x365 Proactive Support

- Proactive monitoring and alerting (bandwidth utilization, device status health monitoring)
- Enhanced hacker security (IDS/IPS) plus endpoint protection
- Detailed security information event management and response
- 24x7x365 call center for network infrastructure support and access to myNuspire for real-time data and cybersecurity insights

Not Included

- Procurement of required bandwidth (If it is determined that a retailer needs greater internet speed, it will be up to the retailer to make this change through their local internet provider)
- Management of the retailer's wired network for on premise systems (e.g. DMS systems)



What is required by the Retailer?



Onsite Survey

An onsite survey is completed to determine your network setup and recommended updates to ensure you comply with SOA's essential tool program. Nuspire then creates a network diagram to assemble an engineering recommendation. Note that the Nuspire team can also use a copy of the dealership design plans to provide a recommended engineering solution.



Pre Install Overview

After the onsite survey, Nuspire will go over the results and map out the proposed game plan to get your network to the minimum required standards. For example, it might be determined that 3 more access points would give a retailer complete Wi-Fi coverage for employees and customers instead of only certain areas. Another example is that it could be determined that greater internet speed is needed.

SOA/Nuspire will walk through all of these types of scenarios so the retailer can see the improvements and benefits being proposed.



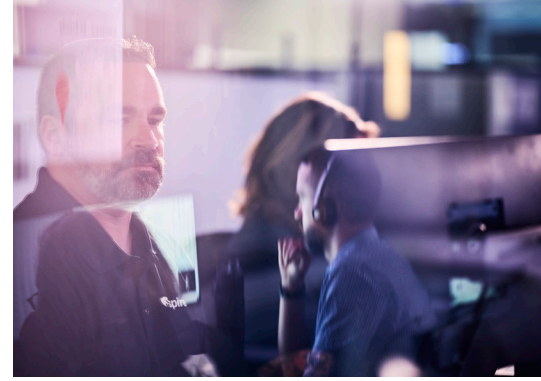
Onsite Installation

Once the needed equipment is determined, an on site Installation of the new hardware will be conducted by local Nuspire personnel during several onsite visits. This is a 2- to 3-day process with Nuspire personnel on site at the retail facility.



Follow Up

Subaru and Nuspire will reach back out after the installation is complete over the course of a few weeks and months to ensure any questions are answered, issues are resolved and to get a status on how any changes have affected the retailer.



Things to consider in the planning stages and survey process by the Retailer

Consider if there are plans to expand the facility within the next 12 months, provide diagrams and as much detail as possible. This could result in savings of construction on cabling in the future to provide Wi-Fi capability.

While this implementation is to provide an essential area of WiFi coverage in strategic areas of the facility, it also offers the opportunity to elect optional, expanded coverage outside of the essential.

Have questions? We're here for you.

Call the dedicated RISE Program line: (877) 782-7404 or info@subarudt.com

General Questions

For questions about Nuspire and Subaru Dealer Technologies.

Security Department

For help with monitoring, detection and remediation.

Network Security

For help managing the health and security of your network.