



CUSTOMER READINESS APPENDIX C

TECHNOLOGY WORKSHEET

It's important to ensure your existing infrastructure can support a successful implementation of your new Spok® solution. This worksheet walks you through those requirements so you're properly prepared with the right resources and a full understanding of the technical infrastructure required.

Please complete the section below. Once complete, you can email this worksheet to spokservices@spok.com.

TECHNICAL READINESS		
Redundancy Requirements	Verify organizational needs for redundancy of critical communication tools.	
Remote Access Requirements	Identify organizational security requirements for on-site and remote access. SecureLink® is Spok's primary method of remote access to the Spok servers during the project implementation and after go-live. We recommend that you discuss any alternate forms of remote access you plan to use for support access to your Spok solution.	
Hardware Requirements	Review the Hardware Guide/Specifications for physical or virtual servers.	
Project Workbook Worksheets	Review and understand ownership for the completion of the Project Workbook Worksheets, which will be provided by Spok.	
SSL Certificates	Provide, apply, and own the creation and ongoing maintenance of SSL certificates.	
Firewall and Port Rules	Review the firewall rules and requirements.	
PBX Resource	Provide Spok with PBX technical resources for integration with the Spok solution.	
SSO	Define SSO requirements.	



ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Virginia, is proud to be the global leader in healthcare communications. We deliver clinical information to care teams when and where it matters most to improve patient outcomes. Top hospitals rely on the Spok Care Connect[®] platform to enhance workflows for clinicians, support administrative compliance, and provide a better experience for patients. Our customers send over 100 million messages each month through their Spok[®] solutions. When seconds count, count on Spok.

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