

KiwiCloud Migration

iMinKit Device Management Transition to KiwiCloud UEM Platform

PLAYBOOK

REVISION HISTORY

Version	Description	Author	Approver	Release Date
1.0	Initial release	Ryan Wong	Xibang Lin	June 1, 2026
2.0	Add: - APP store changes in section 2.1; - Firmware clarification in section 2.5 Modify: - Migration process in chapter 3. Delete: - KC Essential License from section 2.3	Ryan Wong	Xibang Lin	July 15, 2026
2.1	Add: - Chart of migration process overview to chapter 3 - Re-enrollment to task 4.5 in section 3.4.	Ryan Wong	Xibang Lin	July 27, 2026

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ABOUT THIS DOCUMENT

This Migration Playbook is a working document prepared by the KiwiCloud team to guide customers through the transition from iMinKit's device management module to the KiwiCloud UEM platform. It is intended to serve as a practical reference for both the KiwiCloud team and the customer throughout the migration journey.

In this document, the term "Migration" refers to the system transition and data synchronization from iMinKit to the KiwiCloud UEM platform, including device data, grouping configurations, legacy policies, and account structures (including the iMinKit Official Account and all associated iMinKit Sub-accounts). During this process, data and configurations are converted into KiwiCloud platform-structured formats rather than transferred as-is. This migration does not constitute a full retirement of the iMinKit platform. iMinKit will continue to operate for basic account and device ownership operations beyond 2026.

This Playbook references several account types — including the iMinKit Official Account, iMinKit Sub-account, KiwiCloud Trial Account, KiwiCloud Migrated Account, and KiwiCloud Bridging Account. For complete definitions, cross-connections, and additional account types, refer to the separately distributed **Appendix 1 — Account Types**.

This document will be continuously refined as the migration process evolves. Updates may cover the migration approach and process, the project-related document set, and customer-specific details such as migration windows and rollback criteria, all of which will be discussed and agreed with each customer.

1. BACKGROUND AND PURPOSE

1.1. The Two Platforms

iMinKit is iMin Technology's platform for **account management and device ownership**, serving as the commercial and logistics layer between iMin Technology and its customers. Its core capabilities include:

- **Device ownership** — device overview, ownership lookup, transfer, allocation, and gifting (with inbound and outbound transfer history)
- **Account management** — company profile, partners, operators, support, and ticket records

Through integration with iMin Technology's ERP system, device serial numbers (SNs) are imported into customer iMinKit accounts based on orders. While iMinKit has included a basic, non-policy-based device management capability, this capability will be **retired by December 31, 2026**. **iMin APP Store management** on iMinKit is discontinued from the point of official migration, except for **My Apps**, which remains available to customers until **December 31, 2026, 23:59** and is no longer available from 2027. **APP policies** currently configured on iMinKit are migrated to the KiwiCloud UEM platform during official migration. iMinKit itself will continue to operate beyond 2026 for account management and device ownership operations.

After migration, iMinKit becomes a limited-access console focused on **account management and device ownership** (including transfer and allocation), while the KiwiCloud UEM platform delivers the customer's **device management, APP policies, remote assistance, scheduled tasks, notifications, and user authorization** capabilities.

KiwiCloud is an independent, policy-driven UEM platform that serves as the successor to iMinKit's device management functions. As a service provider to iMin Technology, the KiwiCloud platform offers significantly more powerful device and application management capabilities to customers of both iMin Technology and KiwiCloud. Customers pay a per-device, per-year license fee to KiwiCloud based on their selected license tier.

iMinKit and the KiwiCloud platform operate as independent platforms with separate authentication systems. After migration, a shortcut to the KiwiCloud platform appears in the upper-right corner of the enterprise iMinKit page, providing a direct entry point to the KiwiCloud platform login page. Customers log in to the KiwiCloud platform using the same credentials as their iMinKit account. After a successful official migration, the KiwiCloud platform account password can be changed independently by the customer and may differ from the iMinKit password.

1.2. Why Migrate?

To continuously enhance device enrollment, policy delivery, application management, remote assistance, map and geofence services, reporting, and related capabilities, the relevant device management functions currently handled through iMinKit will be gradually migrated to the KiwiCloud platform. The migration is driven by the following business needs:

- **Platform Modernization:** iMinKit's device management module has reached its functional ceiling and no longer meets the evolving demands of modern enterprise device management. The KiwiCloud platform is purpose-built to address current and future operational needs with scalable, policy-driven architecture.
- **Operational Efficiency:** iMinKit's fragmented management approach, where rules for app installation, uninstall prevention, blacklists, and permissions must be configured separately, creates significant administrative overhead. The KiwiCloud platform consolidates these controls into unified policies, reducing repetitive operations and human error.
- **Enhanced Security:** The KiwiCloud platform introduces advanced encryption technologies including TLS encryption and SigV4 signatures, alongside granular access controls, addressing security gaps present in iMinKit.
- **Data Protection and Regional Compliance:** The KiwiCloud platform leverages the global infrastructure of **AWS Cloud services**, with dedicated regional service nodes in **Europe (Frankfurt)**, **USA (Virginia)**, **China (Beijing)**, and **Singapore (Singapore City)**. This architecture ensures data remains within its designated region, supporting data residency requirements and local regulatory compliance. Remote access is also initiated from the corresponding regional service node to further align with jurisdiction-specific regulations.
- **Regulatory Compliance for Application Publishing:** From 2027 onwards, public application publishing will move to a regulated approval process on the KiwiCloud platform and the Google Play Store, replacing iMinKit's current model where public apps are exposed to all iMin devices without a regulatory review procedure. This change is driven by Google regulatory requirements and the need to prevent copyright issues, ensuring ongoing compliance with applicable regulations.
- **Kiosk Remote Accessibility:** The iMin-developed Remote Assistance application is upgraded to **KiwiCloud Remote Assistance** as part of the migration process. This enables IT administrators to remotely access and manage devices operating in kiosk mode using the globally recognized AnyDesk remote access solution, significantly improving support responsiveness and reducing on-site intervention requirements.
- **Enhanced Log Management:** The KiwiCloud platform introduces an enhanced device log

system that enables structured troubleshooting and issue resolution across both **Tier-1 and Tier-2 technical support** functions, providing greater diagnostic visibility and accelerating incident resolution.

- **Geolocation-Based Management:** The KiwiCloud platform introduces geolocation capabilities, including a **devices map** for real-time visibility of device locations and **geofencing** to define geographic boundaries that trigger automated policy actions. These capabilities enable more proactive and location-aware device management, something iMinKit does not support. *(Available under **KC Enhanced** license only.)*
- **Patch Management and OTA Updates:** The KiwiCloud platform includes a dedicated, independent **Over-The-Air (OTA) update platform**, currently provided free of charge to all customers, enabling centralized management of software patch releases and firmware upgrade policies across the entire device fleet.
- **Strategic Product Roadmap:** iMin Technology has designated the KiwiCloud platform as its exclusive UEM platform going forward. The retirement of iMinKit's device management module by December 31, 2026 makes this migration both strategically critical and time-bound.
- **Business Continuity:** The migration is designed to ensure that end-user device operations continue without interruption. Upon migration completion, iMinKit's device management module will be retired. However, iMinKit will remain available for basic account and device ownership operations.

2. SCOPE

2.1. What is Being Migrated

The migration covers the synchronization and transition of the following from iMinKit to the KiwiCloud UEM platform:

- The iMinKit Official Account and all associated iMinKit Sub-accounts (full organizational hierarchy), accessible on the KiwiCloud platform using the same email credentials as iMinKit
- All enrolled devices. Devices will automatically appear in the customer's KiwiCloud Migrated Account upon migration, including new devices imported from iMin Technology's ERP system in the future
- Configuration data, including device and APP policies, compliance rules, boot animations, secondary screen ads, permission settings, and scanner configurations

Notes:

- *Other than the addition of iMin APP Store and Remote Assistance upgrading policies on the iMinKit platform — which are the mechanism by which the migration itself is enabled on devices — the migration process does not alter the existing data and configurations in the customer's iMinKit Official Account on the iMinKit platform. Device data, grouping configurations, APP policies, and account structures on iMinKit remain intact throughout the migration. Data and configurations are synchronized to the KiwiCloud UEM platform, not removed or modified on the iMinKit side.*
- *The following are not included in the migration and will not be inherited by the KiwiCloud platform:*
 - *Logs (system logs, operation logs, and device logs)*
 - *Authorization configurations on iMinKit — not migrated, as menu structures and functionalities differ between iMinKit and the KiwiCloud platform. Customers configure authorization on the KiwiCloud platform after migration.*

Capability Coverage Before and After Migration

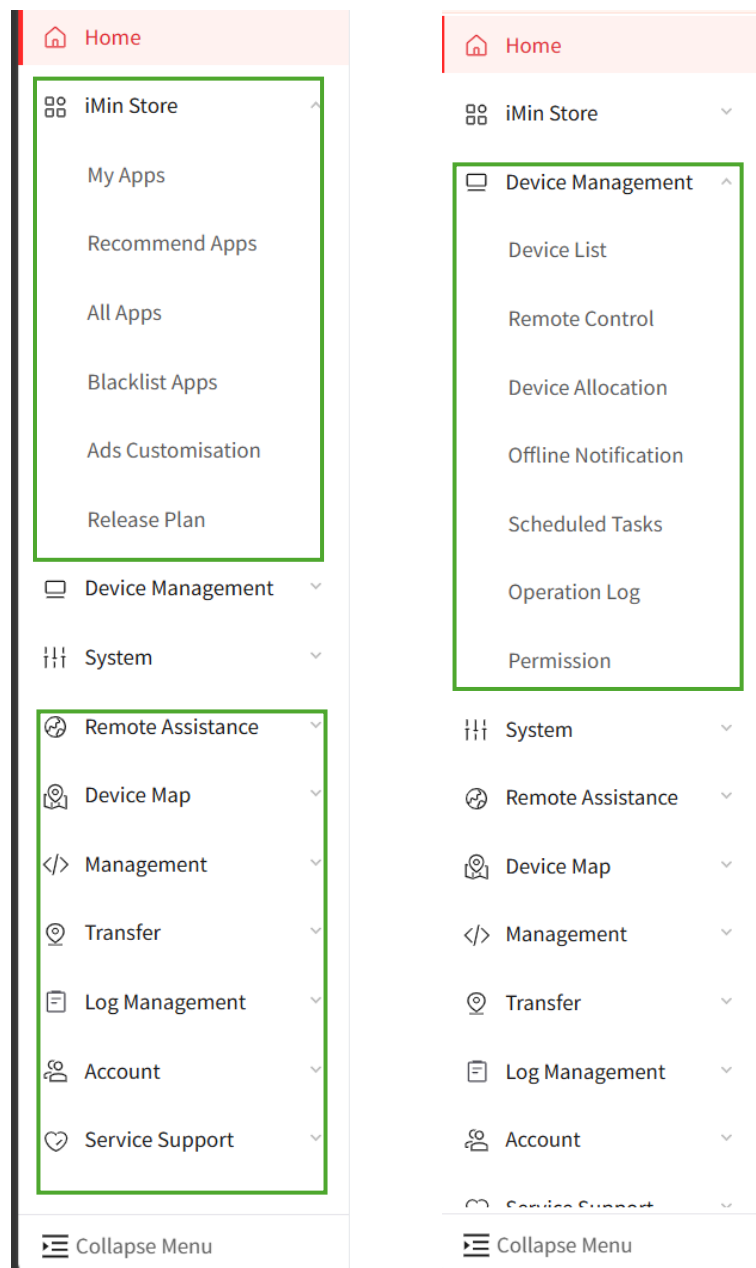
The following table summarizes how each customer-facing capability is delivered before and after migration.

Capability	Before Migration	After Migration
Account Management	iMinKit	iMinKit
Device Ownership (<i>transfer and allocation</i>)	iMinKit	iMinKit
Device Management	iMinKit	KiwiCloud UEM platform
APP Store	iMinKit (<i>My Apps available</i>)	Discontinued
APP Policies	iMinKit	KiwiCloud UEM platform
Remote Assistance	iMinKit	KiwiCloud UEM platform
Scheduled Tasks	iMinKit	KiwiCloud UEM platform
Notifications	iMinKit	KiwiCloud UEM platform
User Authorization	iMinKit	KiwiCloud UEM platform

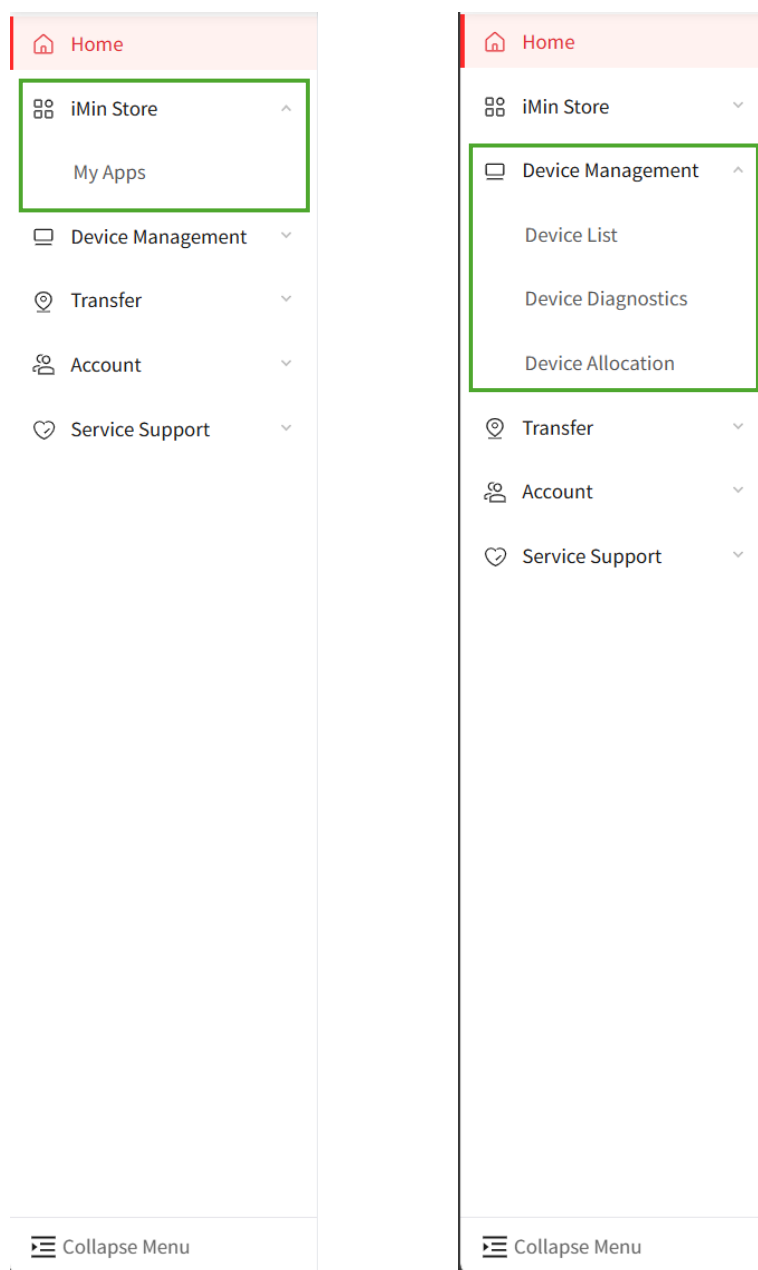
⚠ Notes:

- **My Apps**, an iMin APP Store management function on iMinKit, remains available to customers until **December 31, 2026, 23:59**; from 2027 onwards, My Apps will no longer be available on iMinKit. All other iMin APP Store management functions are no longer available on iMinKit from the point of Official Migration.
- Customers are advised to familiarize themselves with the corresponding capabilities on the KiwiCloud UEM platform during pre-migration engagement, to ensure a smooth transition.

- *iMinKit platform UI **before** migration*



- *iMinKit platform UI **after** migration*



iMin APP Store — Availability and Changes from 2027

The upgraded iMin APP Store will remain available on end-point devices after migration, allowing end-point users to review applications installed on their devices through app policies deployed by the KiwiCloud platform. However, from **2027 onwards**, the function allowing end-point users to download and install **public applications published by other customers** will no longer be available. This change is driven by **Google regulatory requirements** and the need to prevent copyright issues. Currently, when a customer publishes a public application to iMin APP Store, the application is exposed to all iMin devices without a regulatory review procedure.

From 2027, public application publishing will be handled through an approval process on the KiwiCloud

platform and the **Google Play Store**, ensuring compliance with applicable regulations.

Admin Policies Replace End-user Installs

Opening Framing – As part of the migration, iMinKit's APP management module retires alongside the device management module on December 31, 2026. APP management functions move to the KiwiCloud platform, fundamentally changing how applications reach devices.

- What Changes on the Device:
 - End-users can no longer download or install APPs through the iMin APP Store on iMin devices.
 - The iMin APP Store on the device becomes an application viewer only, showing the APPs already installed via KiwiCloud-deployed policies.
 - On Android 14+ devices, this viewer role is provided by KC APP (the KiwiCloud-managed equivalent).
- What Changes for System Administrators
 - System administrators select and add public APPs released by third parties to the customer's APP library on the KiwiCloud platform
 - Administrators then configure policies to install selected APPs on selected devices (or device groups). This gives administrators full control over which applications appear on which devices — replacing the open-store browser model with a curated, policy-driven model.

2.2. Device Management Modes

The KiwiCloud platform supports three device management modes. The appropriate mode for each device is determined by the customer's license tier and device type:

Mode	Full Name	Description
IMA	iMinKit Managed Access	Continuation of iMinKit-style management via the legacy IoT interface. No KC APP installation required.
KMA	KiwiCloud Managed Access	KiwiCloud platform native, policy-based management with richer app and policy enforcement. Enrollment and management completed via the KC APP in most cases.
GMA	Google Managed Access	Managed through Google's official Android Management API (AMAPI) framework under Android Enterprise.

⚠ Notes: Device eligibility for each management mode is determined by the device's Android OS version and GMS certification status:

- Devices running **non-GMS certified iMin-custom Android OS 13 or below**, the majority of legacy iMin devices, are eligible for **IMA mode only**.
- Devices running **GMS-certified Android OS 13** are eligible for **GMA mode only**.

- *Devices running **GMS-certified Android OS 14 and above** are eligible for both **KMA and GMA modes**.*
- *Devices running **non-GMS certified Android OS 14 and above** are eligible for **KMA mode only**.*
- *KMA mode requires the **KC APP** to be installed as the management agent on devices.*
- *Note: non-GMS certified devices are ineligible for GMA mode regardless of license tier.*

2.3. License Tiers

For the purposes of this document, the following license tier naming conventions apply:

- KiwiCloud iMin Essential (hereinafter referred to as **KC iMin Essential**)
- KiwiCloud Enhanced (hereinafter referred to as **KC Enhanced**)

License Tier	Applicability	IMA	KMA	GMA
Free Lifetime KC iMin Essential License	Legacy devices and devices paid for before 23:59, June 30, 2026, including historical devices in this migration scope. License is tied to the physical device (by SN) until device retirement and cannot be reassigned to devices outside the stated scope. Transfers with the device upon ownership transfer.	✓	✓	✗
60-day Complimentary KC iMin Essential License	A transitional grace period: from the account migration date, activated IMA-eligible devices purchased after June 30, 2026 (iMin Android 13 and earlier versions) automatically receive a 60-day complimentary license. The license is not tied to the device and will not be transferred with the device upon ownership transfer.	✓	✗	✗
KC Enhanced	Separately priced, per device/year and per device/3-year. Most advanced tier. Includes geolocation features (devices map and geofencing).	✓	✓	✓

2.4. In Scope

- Synchronization and transition of the iMinKit Official Account and all associated iMinKit Sub-accounts, devices, configurations, and policies from iMinKit to the KiwiCloud platform (excluding all log types). The customer's organization structures and accounts are synchronized to the KiwiCloud platform automatically by the KiwiCloud platform system, triggered by the KiwiCloud team during the verification and migration phases (see Section 3).
- Device re-enrollment under the appropriate management mode (IMA/KMA/GMA) based on customer's license tier and device type.
- **iMin APP Store and Remote Assistance Upgrade:** The legacy iMin APP Store and the iMin-developed Remote Assistance application will be upgraded during the migration process. The KiwiCloud team will configure iMin APP Store and Remote Assistance upgrading policies on the **iMinKit platform** under the customer's iMinKit Official Account, assigned to test devices during test migration (Phase 3) and extended to all devices in official migration (Phase 4). Customers retain the ability to review released business applications in My Apps on the iMinKit platform until the module is retired on **December 31, 2026, 23:59**.

Upon successful upgrade, the iMin-developed Remote Assistance application becomes **KiwiCloud Remote Assistance** — an updated version of the same application that acts as an agent enabling end-point users to initiate remote assistance requests. KiwiCloud Remote Assistance is capable of connecting to both the **iMinKit original remote assistance service enabled through the third-party Sunlogin services** and the **KiwiCloud remote assistance service enabled through the third-party AnyDesk services**:

- **Before migration is performed:** KiwiCloud Remote Assistance connects to the original iMinKit remote assistance service, ensuring remote assistance continuity during the pre-migration period.
- **After successful migration and AnyDesk installation:** KiwiCloud Remote Assistance connects to the KiwiCloud remote assistance service, enabling IT administrators to remotely access and manage devices using AnyDesk as the remote access solution.

This dual-service mechanism ensures that remote assistance remains available to end-point users throughout the entire migration process without interruption.

KiwiCloud Remote Assistance is delivered through the upgraded iMin APP Store on the device.

 Notes:

- *Customers should ensure that iMin APP Store and Remote Assistance are **not blacklisted** on the iMinKit platform prior to migration, as blacklisting these applications will prevent the upgrade policies from being applied successfully.*
- *For iMin devices running **Android OS 14 and above**, the iMin-developed Remote Assistance application and iMin APP Store are **not pre-installed**. The functions of these applications are performed by the **KC APP**, which serves as the management agent and comes pre-installed on such devices. The upgrading policies described above are therefore applicable to legacy devices running Android OS 13 or below only.*
- **AnyDesk and AD1 Deployment:** After the customer's device data has been synchronized to the KiwiCloud platform, AnyDesk will be distributed and installed on devices through app release policies. These policies are configured automatically by the KiwiCloud system as part of the migration process (see Section 3 for details), with the KiwiCloud system receiving policy creation instructions from the iMinKit system through API connection. The KiwiCloud team will verify the AnyDesk policy configuration to ensure it has been correctly applied. The AnyDesk companion add-on, AD1, will be automatically downloaded and installed as a background service by AnyDesk itself on the device, in accordance with AnyDesk's official Android control plugin security statement (*refer: [AnyDesk Android Control Plugins](#)*).
- **iMinKit Accounts and Device Ownership Operations Continuity:** iMinKit will continue to support device ownership and allocation operations for the customer throughout and beyond

the migration.

- Integration setup between the iMinKit platform and the KiwiCloud platform to enable ongoing automatic device synchronization
- Post-migration data validation and business workflow testing
- User onboarding, including guides, tutorials, and technical support

2.5. Out of Scope

- Custom development, feature modifications, or enhancements to the KiwiCloud platform
- Hardware procurement or physical device replacements
- **Android OS Or Firmware Upgrades:** Device OS and firmware versions will remain as-is throughout the migration. Any Android OS upgrade initiatives are a separate effort outside this project's scope.
- iMinKit data not migrated to the KiwiCloud platform: all types of logs (system logs, operation logs, device logs); and authorization configurations on iMinKit (not migrated as menu structures and functionalities differ between the two platforms — to be re-configured by the KiwiCloud Super Administrator after migration)
- Migration of data from any third-party MDM/UEM system other than iMinKit
- Infrastructure setup or cloud provisioning (fully managed by the KiwiCloud team)
- **Full iMinKit Platform Shutdown:** Only iMinKit's device management module is being retired by December 31, 2026. iMinKit itself continues to operate for basic account and device ownership operations beyond 2026.

2.6. Key Deliverables

ID	Deliverable	Description
D-01	KiwiCloud Platform Environment Setup	Org structure and migrated user accounts pre-created and verified by KiwiCloud team on KiwiCloud platform. The email registered as iMinKit Official Account is automatically granted the KiwiCloud Super Administrator role; other migrated accounts require role and access permissions to be assigned by the KiwiCloud Super Administrator before they can access the platform (see Appendix 1)
D-02	Migrated Data	iMinKit Official Account, all iMinKit Sub-accounts, devices, apps, and configurations synchronized to the KiwiCloud platform by KiwiCloud team (logs and authorization configurations excluded)
D-03	Re-enrolled Devices	All devices managed under the KiwiCloud platform
D-04	Migration Validation Report	Test results confirming data accuracy and workflow continuity; prepared by KiwiCloud team
D-05	Training Materials	Guides and video walkthroughs for the KiwiCloud platform (available on the KiwiCloud YouTube channel)
D-06	Documentation	Project-related documents such as the Migration Playbook and its appendices, and applicable checklists to be used in different phases of the project

3. MIGRATION APPROACH

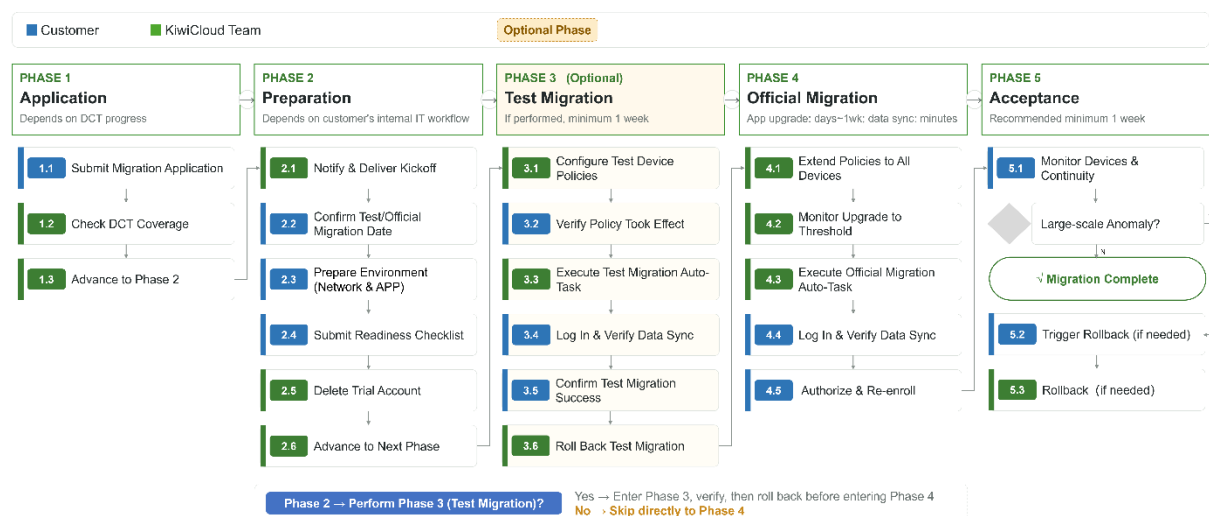
Pre-Project Engagement

This phase occurs before the formal migration project kicks off. It covers all early customer touchpoints and inquiries and is primarily driven by the customer's own readiness and interest:

- Customer inquires about KiwiCloud migration via email, sales contact, or official channels;
- KiwiCloud team provisions a KiwiCloud Trial Account for the customer for initial exploration of KiwiCloud platform functions; Customer explores KiwiCloud platform functions using the KiwiCloud Trial Account, and may transfer test devices from their iMinKit Official Account to the KiwiCloud Trial Account for initial familiarization; (Optional)
- If a KiwiCloud Trial Account is provisioned, it must be registered with a different email address from the customer's iMinKit Official Account email. If a KiwiCloud platform account (e.g. KiwiCloud Standalone Account) already exists under the same email as the iMinKit Official Account, the customer must confirm consent to the KiwiCloud team to clear all existing data on that KiwiCloud platform account before migration proceeds.
- Customer reviews Migration Playbook, Appendixes, FAQs and requests clarification on migration process, licensing, or timeline.
- KiwiCloud introduces and shares applicable project-related documents and operational videos (available on the [KiwiCloud YouTube channel](#))

Formal Migration

The formal migration is executed in **five phases** on a **per-customer basis**. The KiwiCloud team will run multiple customer migrations in parallel, with standardized processes, checklists, and templates applied consistently across all customers to ensure quality and efficiency.



Migration Process Overview

Migration scheduling is planned by the KiwiCloud team on a per-customer basis, considering factors such as region, device models, and device quantity. It **does not** operate on a first-come-first-served basis. The KiwiCloud team will reach out proactively to align on a migration schedule and will keep customers informed ahead of any official migration action.

⚠ Note: For customers who have purchased iMin devices running **Android OS 14 or above** (eligible for KMA mode) or **GMS-certified Android OS 13 or above** (eligible for GMA mode), these devices cannot be managed on the iMinKit platform and require the KiwiCloud UEM platform from day one. In such cases, the KiwiCloud team provisions a **KiwiCloud Bridging Account** during Pre-Project Engagement to enable management of these devices on the KiwiCloud platform before the customer's iMinKit Official Account has been officially migrated. The KiwiCloud Bridging Account is registered with a different email address from the customer's iMinKit Official Account and is a transitional arrangement; it is consolidated once the customer's iMinKit Official Account has been officially migrated. Refer to **Appendix 1 — Account Types and Terminology** for details.

3.1. Phase 1 – Application

This phase marks the official migration application window for customers, which opens after the pre-project engagement. Its duration will be contingent upon the progress of the Device Compatibility Test (abbr. DCT) being performed by the KiwiCloud team.

#	Task	KiwiCloud	Customer
1.1	Customer submits the Migration Application Form in the iMinKit system, providing: business peak and off-peak hours; project owner and contact information; and confirmation of the Migration Agreement. The form also presents the preconditions for migration for the customer's review.		✓
1.2	KiwiCloud team verifies that the Device Compatibility Test (DCT) covers the customer's device models, Android OS versions, and firmware versions.	✓	
1.3	KiwiCloud team advances the migration application to Phase 2 based on a confirmed DCT coverage result. (System Process)	✓	

⚠ Notes:

- During this phase, a KiwiCloud Trial Account is optional for those customers who did not have KiwiCloud Trial Accounts.
- Some customers may have already been provided with KiwiCloud trial accounts prior to the this phase. These customers are welcome to continue exploring the KiwiCloud platform using these accounts until the official migration begins.
- DCT is designed based on the device models, Android OS versions, and firmware variants available in the global market. Its purpose is to verify whether the KiwiCloud platform supports all legacy

iMin devices across different OS and firmware versions, in the same way that iMinKit currently does.

3.2. Phase 2 – Preparation

Customers will be notified that they may proceed to this phase once the DCT has been completed for all their devices. The duration of this phase will be determined by each customer's internal IT workflows.

#	Task	KiwiCloud	Customer
2.1	KiwiCloud team notifies the customer of the Phase 2 status update. The team then conducts a migration kick-off presentation, either through a live meeting or — if the customer prefers not to schedule one — by sending the presentation slides via email.	✓	
2.2	Customer confirms the date and time for the official migration, along with the regional service node. Or, assign test devices for the test migration (if applicable).		✓
2.3	Customer prepares the network environment for the migration process: (1) network and firewall configuration (see Appendix 2); and (2) whitelisting of iMin APP Store and Remote Assistance.		✓
2.4	Customer submits the Migration Readiness Checklist in the iMinKit system. (System process)		✓
2.5	KiwiCloud team deletes the customer's KiwiCloud Trial Account, if one has been provisioned.	✓	
2.6	KiwiCloud team updates the status of the customer's migration application to the next phase. (System process)	✓	

3.3. Phase 3 – Test Migration (*Optional*)

Should customers wish to verify the changes of the two iMin applications, synchronization of data (including device groupings and organizational structures) between iMinKit and KiwiCloud, and the business continuity, they may initiate a test migration on their official iMinKit account using assigned test devices. The length of this phase will be contingent upon each customer's verification progress.

#	Task	KiwiCloud	Customer
3.1	KiwiCloud team configures the iMin APP Store and Remote Assistance upgrade policies under the customer's iMinKit Official Account, applying them to test devices only . (System process)	✓	
3.2	Customer verifies that the upgrading policies have been successfully applied on test devices.		✓
3.3	KiwiCloud team executes the Test Migration Auto-Task on the customer's iMinKit Official Account; the iMinKit Official Account	✓	

#	Task	KiwiCloud	Customer
	temporarily becomes a KiwiCloud Migrated Account. (System process)		
3.4	Customer logs in to the KiwiCloud platform using their iMinKit Official Account credentials to verify data synchronization and business continuity (testing business applications and processes on test devices to confirm normal operation).		✓
3.5	Customer confirms the success of the test migration.		✓
3.6	KiwiCloud team rolls back the test migration.	✓	

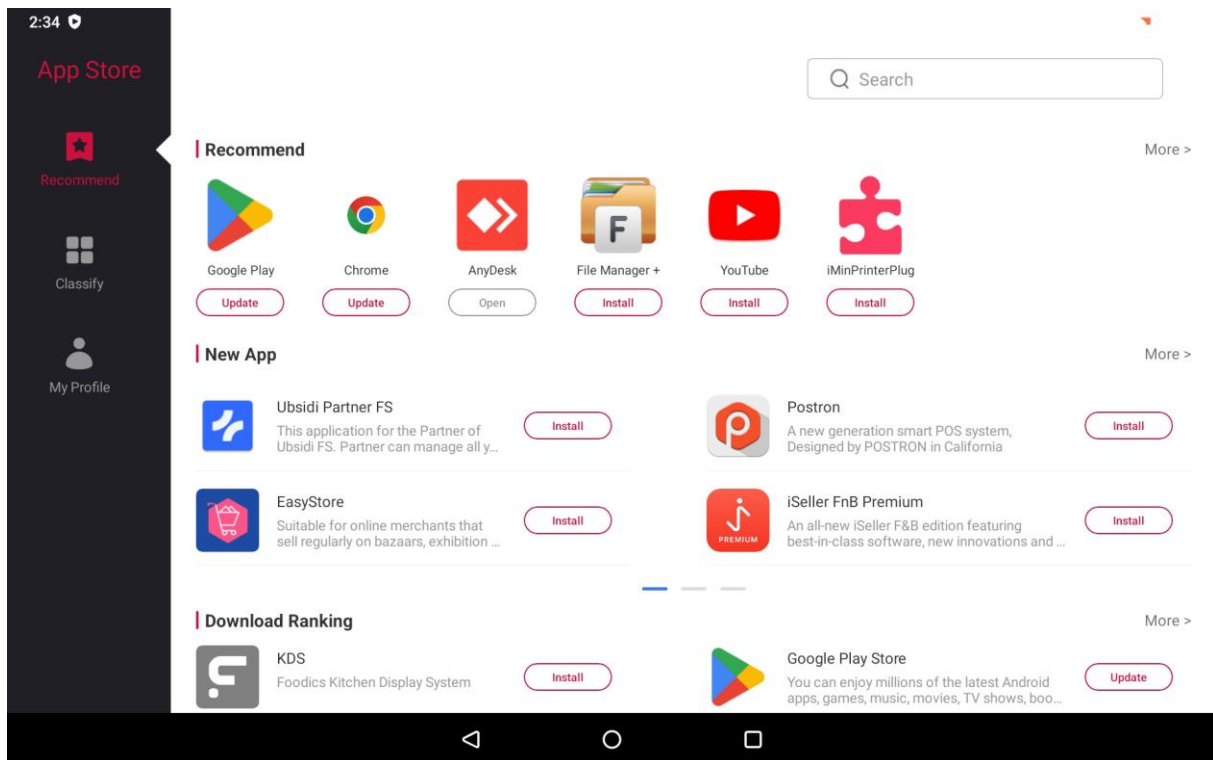
iMin APP Store and Remote Assistance — Upgrade Verification Criteria

The upgrading policies are configured by the KiwiCloud team on the **iMinKit platform** and delivered to devices via the iMinKit polling mechanism. The following criteria should be used by the customer on the device to verify that the upgrading policies have been successfully applied:

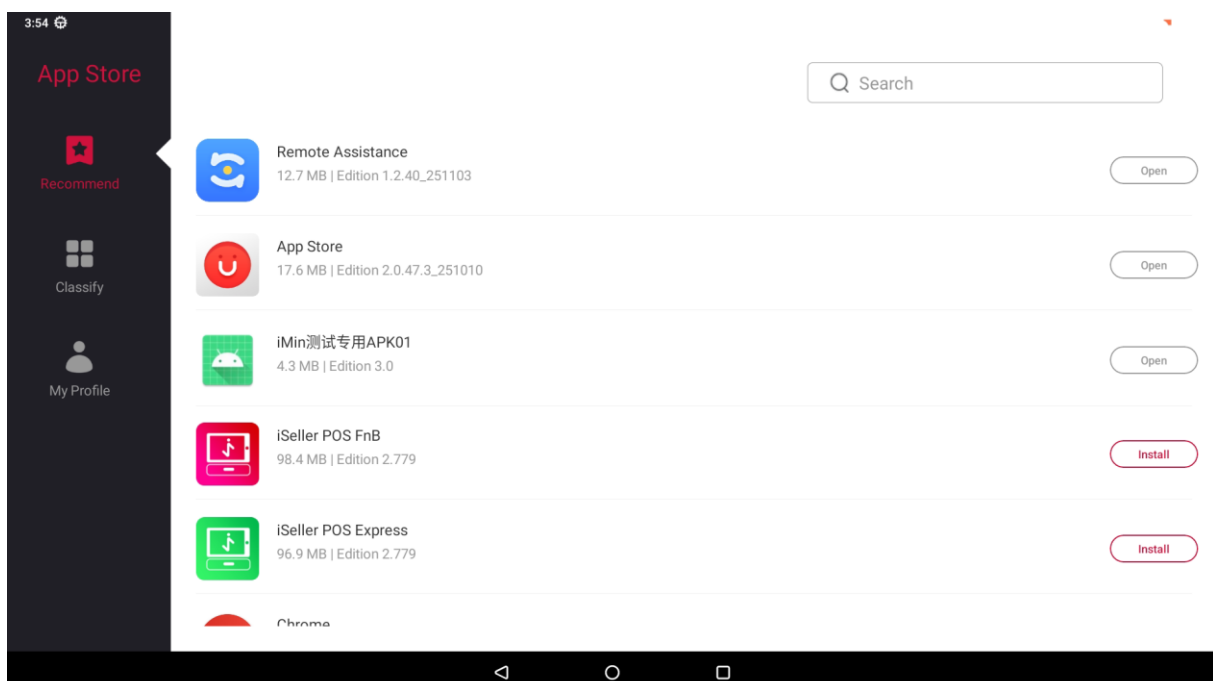
Application	Verification Criteria
iMin APP Store	The iMin APP Store UI on the device changes from the legacy iMinKit-controlled interface to the new KiwiCloud platform-controlled interface. The version number of the iMin APP Store application on the device is 3.0.97 or higher
Remote Assistance (upgraded to KiwiCloud Remote Assistance)	The version number of the Remote Assistance application on the device is 3.0.93 or higher

⚠ Notes:

- iMin APP Store UI **before** upgrade (legacy iMinKit-controlled UI)



- *iMin APP Store UI **after** upgrade (KiwiCloud platform-controlled new UI)*



3.4. Phase 4 – Official Migration

Official Migration consists of two sequential components with different timeframes:

- **iMin APP Store and Remote Assistance upgrade rollout to all devices** — may take **a few days to a week** after the upgrading policies are extended, as devices receive the update progressively via the iMinKit polling mechanism (every 4 hours). Some devices may not be online immediately, and the upgrade will be delivered when they next come online.
- **Official Migration Auto-Task data synchronization** — the Official Migration Auto-Task itself (synchronizing all data and configurations from iMinKit to the KiwiCloud platform) typically completes within **a few minutes**, depending on data volume.

Before performing the Official Migration Auto-Task, the KiwiCloud team waits until a meaningful portion of devices (e.g., around 60%, varying per customer) have successfully upgraded to KiwiCloud Remote Assistance. This serves as a smoke test confirming the upgrading policy itself has been correctly deployed — any remaining devices that have not upgraded can then be reasonably attributed to being offline rather than to a policy deployment failure. Once this threshold is reached, the device-level upgrade rollout and the Official Migration Auto-Task data synchronization proceed in parallel; the KiwiCloud team does not wait for 100% of devices to complete the upgrade.

#	Task	KiwiCloud	Customer
4.1	KiwiCloud team extends the iMin APP Store and Remote Assistance upgrade policies under the customer's iMinKit Official Account to all devices . (System process)	✓	
4.2	KiwiCloud team monitors upgrade progress and waits until a meaningful portion of devices have successfully upgraded to KiwiCloud Remote Assistance, confirming the upgrading policy is working as expected.	✓	
4.3	KiwiCloud team executes the Official Migration Auto-Task on the customer's iMinKit Official Account, synchronizing and converting all device data, grouping configurations, policies, and the full iMinKit Sub-account structure to the KiwiCloud platform; the iMinKit Official Account permanently becomes a KiwiCloud Migrated Account	✓	
4.4	Customer logs in to the KiwiCloud platform using their iMinKit Official Account credentials to verify data synchronization and business continuity (testing business applications and processes to confirm normal operation).		✓
4.5	Customer's Super Administrator assigns roles and access permissions to other migrated accounts on the KiwiCloud platform. See Appendix 1 (Post-Migration Authorization Model) for details. In addition, the customer re-enrolls any devices previously activated and managed under iMinKit (IMA mode) on the KiwiCloud platform.		✓

 Notes:

- *Devices will not appear immediately in “Device Management->Device List” on KiwiCloud platform. They become visible there only after re-enrollment (in task 4.5) is completed (for devices previously managed on iMinKit in IMA mode) or after enrollment is completed (for devices newly managed on KiwiCloud in KMA or GMA mode).*
- *Re-enrollment does not trigger a factory reset. Devices previously activated and managed under iMinKit (IMA mode) remain fully operational throughout the re-enrollment process onto the KiwiCloud platform — there is no data loss, no service interruption, and no need to physically reset or reconfigure the device.*
- *The “Re-enroll” function is located under “Enrollment->Device->To Be Managed” on the KiwiCloud platform.*

Migration Auto-Tasks

Two distinct automated migration functions are used across the migration phases, both executed on the iMinKit platform by the KiwiCloud team:

- **Test Migration Auto-Task** — executed by the KiwiCloud team during Phase 3 (Test Migration) on the customer’s iMinKit Official Account via the iMinKit platform, covering test devices only. The purpose is to verify platform connectivity, device behavior, and business continuity on a limited scope before committing to full migration. As part of the Test Migration Auto-Task, the KiwiCloud system automatically configures a default AnyDesk installation policy via API connection between the iMinKit system and the KiwiCloud UEM platform. The Test Migration Auto-Task can be rolled back.
- **Official Migration Auto-Task** — executed by the KiwiCloud team during Phase 4 (Official Migration) on the customer’s iMinKit Official Account via the iMinKit platform, covering all devices. This is the definitive migration action. As part of the Official Migration Auto-Task, the KiwiCloud system automatically configures a default AnyDesk installation policy via API connection between the iMinKit system and the KiwiCloud platform. Prior to performing the Official Migration Auto-Task, the KiwiCloud team will roll back the Test Migration Auto-Task to ensure a clean and conflict-free starting state.

Rollback

The KiwiCloud team executes rollback as a remediation operation when needed (e.g., wide-range business disruption observed post-migration, or incorrect upgrade versions deployed). The rollback may include one or more of the following components, scoped to the specific issue encountered:

- **KiwiCloud environment cleanup** — deleting all data and configurations from the relevant KiwiCloud environment (the trial environment under the KiwiCloud Trial Account, the test environment created by Test Migration Auto-Task, or the official environment created by Official

Migration Auto-Task), depending on which environment requires rollback.

- iMin APP Store and Remote Assistance policy redeployment — deploying corrected upgrade or installation policies on the iMinKit platform if incorrect application versions were deployed to test devices or all devices.
- iMinKit data and configuration restoration — restoring iMinKit's legacy data or configurations if these were altered by system error or human operation during Test Migration and/or Official Migration.

3.5. Phase 5 – Acceptance

This phase is intended for customers to monitor device availability and business continuity following the official migration. It is advised not to make any new configuration changes (e.g., device regrouping or policy updates) during this period. The recommended duration for this phase is at least one week.

#	Task	KiwiCloud	Customer
5.1	Customer observes and tracks device availability and business continuity. New configurations (e.g., re-grouping devices, setting new policies) are not recommended during this phase.		✓
5.2	If widespread business disruption is observed, customer triggers a rollback decision and notifies the KiwiCloud team.		✓
5.3	KiwiCloud team rolls back the official migration, if needed.	✓	

⚠ Note: *If a rollback is triggered during Phase 5, configurations created on the KiwiCloud platform during the acceptance period will not be preserved, as the KiwiCloud platform supports many functions that iMinKit does not. This is why new configurations (e.g., re-grouping devices, setting new policies) are not recommended during this phase.*

4. KEY REQUIREMENTS

ID	Requirement	Priority
R-01	The iMinKit Official Account, all iMinKit Sub-accounts, devices, apps, and configuration data (excluding all log types) must be fully synchronized to the KiwiCloud UEM platform with no data loss	Must Have
R-02	End-user device operations must not be interrupted at any point during the migration	Must Have
R-03	Automated intelligent validation must confirm the accuracy and completeness of all migrated data	Must Have
R-04	iMinKit account and device ownership operations remain available beyond 2026	Must Have
R-05	The KiwiCloud team must delete the KiwiCloud Trial Account and all sub-accounts under the KiwiCloud Trial Account, and roll back the Test Migration Auto-Task, before performing the Official Migration Auto-Task in Phase 4	Must Have

5. MILESTONES

ID	Milestone
M-01	Customer submitted Migration Application in the iMinKit.
M-02	Customer's devices are covered by Device Compatibility Test.
M-03	Customer passed Migration Readiness Check
M-04	iMin APP Store and Remote Assistance Upgrading Policies Configured
M-05	Upgrading Policies Extended to All Devices; Upgrade Threshold Reached
M-06	Official Migration Auto-Task Executed
M-07	No large-scale issue happens. Migration is completed.

6. PROJECT TEAM

Role	Team	Person	Email
Project Manager	KiwiCloud team	Ryan Wong	ryan.wang@imin.sg
Product Manager	KiwiCloud team	Chenzhuo	chenzhuo@imin.com
Technical Manager	KiwiCloud team	William Qiu	giuchengbing@imin.com
Sales Rep.	KiwiCloud team	<i>(Assigned contact window)</i>	<i>(Email of assigned contact)</i>
Customer Service Team (CSE Team)	KiwiCloud team	<i>(Assigned contact window)</i>	<i>(Email of assigned contact)</i>
Project Coordinator	Customer	<i>(Assigned contact window)</i>	<i>(Email of assigned contact)</i>
IT Manager	Customer	<i>(Assigned contact window)</i>	<i>(Email of assigned contact)</i>

6.1. KiwiCloud Team

Project Manager

The Project Manager is the primary point of contact from the KiwiCloud team throughout the migration journey. Responsibilities include coordinating migration scheduling, managing the migration process across all phases, communicating progress and issues to both the KiwiCloud team and the customer, and ensuring the migration is completed successfully and on time.

Product Manager

The Product Manager is responsible for customer-facing product and functional matters throughout the migration. Responsibilities include managing pre-migration customer setup on the KiwiCloud UEM platform, supporting the CSE Team with operational training, clarifying functional issues raised by the customer, and developing training materials to support the migration process.

Technical Manager

The Technical Manager (including R&D team) supports the Project Manager on all technical aspects of the migration. Responsibilities include technical action planning, technology development, device compatibility testing and providing technical assurance throughout the migration phases to ensure a smooth and reliable transition.

Sales Rep.

The Sales Representative is the customer's first point of contact at KiwiCloud and remains involved throughout the migration journey. Responsibilities include handling pre-migration customer inquiries, clarifying migration policies and licensing options, and supporting the customer with license upgrades where applicable.

Customer Service Team (CSE Team)

The CSE Team is the primary technical execution team for the migration. Responsibilities include account operation (creation of eligible type of account), configuring and applying upgrading policies on the iMinKit platform, executing the automated migration tasks, coordinating account and policy clean-up between platforms, verifying post-migration configurations on the KiwiCloud platform, monitoring upgrade and migration progress, and resolving technical issues arising during or after migration.

6.2. Customer

Project Coordinator

The Project Coordinator is the primary point of contact from the customer side and the key liaison with the KiwiCloud team. Responsibilities include coordinating internal team members throughout all migration phases, providing migration action instructions and rollback decisions to the KiwiCloud team, and ensuring the customer's internal stakeholders are aligned and ready at each phase gate.

IT Manager

The IT Manager is responsible for the customer's technical readiness and hands-on migration activities. Responsibilities include verifying technical readiness based on the prerequisite checklist provided by the KiwiCloud team, providing device information and assigning test devices for the migration, verifying upgrades and platform behavior on test devices, and coordinating with the internal business operation team to observe and report business availability throughout the migration.

APPENDIXES

Appendix 1 – Account Type and Terminology

Appendix 2 – Endpoint Allowlist

Appendix 3 – Risk Register