

Support Program Overview

At IST we're even bringing innovation to the world of customer service. Our customized support program provides the industry's most flexible, multi-tiered service and support, easily tailored to meet your particular needs and budget. This customized approach makes sure you always have the support you need, without any excess programs or costs you don't.

Following is an overview of our support program:

| Support Services | Standard | Priority | Critical | Custom Critical |
|---|-------------------|---------------------------|---------------------------|---------------------------|
| Response | | | | |
| 24/7 Service Call Center Availability | X | X | X | X |
| Web Based Service Reporting | X | X | X | X |
| Web Based Client Support Management | | X | X | X |
| System Rebates | | | 1% Annual Purchases | 2% Annual Purchases |
| Technical | | | | |
| Guaranteed Technical Response - Telephonic | Next Business Day | Within 4 hours of Request | Within 2 hours of Request | Within 2 hours of Request |
| Guaranteed Technical Response - On-Site | Next Business Day | Within 24 Hours | Same Day 8 hours | Same Day 4 hours |
| Hardware Warranty and Support | X | X | X | X |
| 100% System Functionality | X | X | X | X |
| Maintenance Inspection | Annual | Semi-Annual | Quarterly | Monthly |
| Remote Diagnostics ** | X | X | X | X |
| Remote System Administration ** | Once a Year | Once a Quarter | Once a Month | As Required |
| Hardware Loaner/Replacement | | X | X | X |
| System Software Updates | X | X | X | X |
| System Software Upgrades | | | X | X |
| On-Site Technician | | | | Client Desired Plan |
| Educational | | | | |
| System Assessment Support (Overview) | X | X | X | X |
| System Design and Analysis Support (Detail) | | | X | X |
| Technology Seminars & Events | X | X | X | X |
| Webinars | X | X | X | X |
| Unlimited Operator Training | | X | X | X |
| Customized Tutorials | | | X | X |
| Formalized System Training | | | | X |