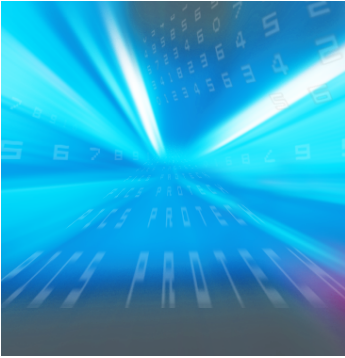


PICS PROTECH maintenance and support services



PICS PROTECH maintenance and support services help you run your business operations more efficiently and provide your IT staff peace of mind with access to expert technical skills. As a PICS PROTECH customer, you are eligible to receive the latest versions, updates and fixes to your PICS software – helping you achieve a competitive advantage while eliminating unexpected upgrade costs. Regardless of the PICS PROTECH plan you choose, our responsive support teams are committed to the success of your PICS solution and to resolving your technical issues quickly.

With PICS PROTECH maintenance and support services, you can be confident that your PICS solution investment is well protected, allowing you to focus on strengthening your business.

CHOOSE A PLAN THAT'S RIGHT FOR YOU

PICS PROTECH maintenance and support is a comprehensive plan designed to meet the needs of most PICS software customers. As a PICS PROTECH customer, your organization has access to all version updates and upgrades for the software under contract. PICS PROTECH combines unlimited expert technical support with industry-leading responsiveness during standard business hours. PICS PROTECH customers also have access to online PICS supports resources, technical notes and patches, plus preferred access PICS Professional Services (additional fees apply).

PICS PROTECH 24x7 maintenance and support is designed specifically for enterprise implementations where system downtime may impact critical business processes. In addition to all the services offered with PICS PROTECH, this plan provides the peace of mind that comes with after-hours (24/7) technical support for server-based incidents severely and immediately impacting your business-critical production. Our 30-minute callback goal with PICS PROTECH 24x7 provides the necessary priority to help your organization resume normal operations as soon as possible.

	PICS	PICS PROTECH 24x7
Software Maintenance <ul style="list-style-type: none"> Product Updates & Releases Product Enhancements (included with upgrade; some limitations apply) 	<ul style="list-style-type: none"> ■ ■ 	<ul style="list-style-type: none"> ■ ■
Technical Support <ul style="list-style-type: none"> Via Phone, Email and/or http://www.helppics.com Priority Escalation and Incident Tracking Two Business Hour Callback Goal Toll-Free Calling Access to Technical Notes, Knowledgebase and Patches Remote Screen Sharing Assistance 	<ul style="list-style-type: none"> ■ ■ ■ ■ ■ ■ 	<ul style="list-style-type: none"> ■ ■ ■ ■ ■ ■
Technical Support for Server Critical Issues Outside of Normal Business Hours <ul style="list-style-type: none"> Available 24 hours a day / 7 days a week 30-Minute Callback Goal 		<ul style="list-style-type: none"> ■ ■
Preferred Access to PICS Professional	<ul style="list-style-type: none"> ■ 	<ul style="list-style-type: none"> ■

Contact your PICS representative to enroll in PICS PROTECH or to renew a lapsed plan