

HELPMATESM

PMC's Software Support Plan

As important as the software package itself is the ongoing support of the software and your staff who operate it on a daily basis. Ever-changing advancements in both hardware and software have an impact on any software package. PMC Software Inc. prides itself on continually improving its product line. Non-static software assures you that a product you license today will remain viable in the years to come. Product enhancements and new product development will give you the "edge" you need to remain competitive.

Support will mean many different things throughout the plant. To the daily operator, PMC support will provide timely access to a knowledgeable staff capable of assistance in data problems, system problems, yield testing, and so on. A single employee on vacation or out sick for a day will not cause your production to come to a halt.

To management, PMC support will mean a reliable staff available to train your operators as personnel move on or a source for assistance in system recovery in the event of a catastrophic hardware failure.

With these needs in mind, PMC Software Inc. has developed HELPMATESM, the ultimate support plan. HELPMATESM offers two support plan options, outlined at right, which include the following support features.

Telephone Support

As a HELPMATESM subscriber, you have the confidence of knowing that a PMC Customer Service technician is available by telephone to answer your questions about software licensed from PMC Software.

Hardware Support

PMC Software's technicians are trained to analyze support questions to determine if they are hardware related. If so, they will direct you to the appropriate hardware manufacturer's support location, or your own local hardware or network support group. Hardware support is not covered in the HELPMATESM plan.

Upgrades, Audits, and Backups

HELPMATESM customers receive:

- Free software upgrades
- Free software backups
- Video FAQ access
- Training Videos

Additional Support

Depending on the HELPMATESM plan chosen, you may be entitled to the following features:

- Discounts on new software licenses
- Software remote training for your employees

HELPMATESM Support Plans

Platinum Support Plan

Priority service for business hours support

Contact via Instant Messenger, phone, fax, or email

12 after-hours support incidents

Remote access for troubleshooting

4 free software upgrades per year

15% discount on software licenses

1 free software audit per year

5% discount on in-plant time, remote time, and installation time

10% discount on remote software training

Gold Support Plan

Business hours support

Contact via phone, fax, or email

After-hours support at a per incident fee

1 free software upgrade per year

10% discount on software licenses

5% discount on remote software training



Suite 11 8 Bartles Corner Road
Flemington, NJ 08822
(908) 806-7824
pmcsoftware.com