



**APPLIED
PRINCIPLES**

Accountability, Traceability & Stability

Support and Maintenance

Applied Principles have invested heavily in ensuring that the software and hardware elements of the solutions perform optimally in all conditions. The hardware has been designed to the most rugged specifications to endure the rigours of everyday use in cold or harsh environments. Software revisions are subjected to extensive alpha and beta testing in order to deliver reliability and stability once a new version is implemented in the field. Combine this with the fact that our in-house design team work hand in hand with engineering support and management, you'll start to get an impression of how seriously we take every single implementation across the industry.

Applied Principles will not implement a solution for a customer without a support plan being in place. There are three types of plan to choose from, ranging from a standard 8.00am to 6.00pm through to a 24/7 365 day a year. Whatever plan you choose, our highly experienced engineers will be on call to resolve any issues or answer any questions you or your users may have. You will be issued with a standard rate telephone number that takes you directly through to the engineers thus avoiding the ubiquitous call queuing systems.

Support Services include:

- ✓ Telephone or remote response within one hour for all support calls.
- ✓ Unlimited telephone and e mail support
- ✓ Same day on site response for servers, wireless and other critical hardware.
- ✓ Proactive system monitoring and reporting
- ✓ On site training including 'train the trainer'
- ✓ Next business day on site response for all other hardware.
- ✓ Unlimited labour included.

All parts excluded



Support plans:

Standard

Monday - Friday
8 am - 6 pm Weekdays
excluding Bank Holidays

- ✓ Telephone, e-mail, remote and on-site
- ✓ Complete inventory of all units including accuracy tolerances
- ✓ Scheduled site visit at renewal to service & test systems and equipment

Advanced

Monday - Sunday
8 am - 6 pm Weekdays
365 days

- ✓ Telephone, e-mail, remote and on-site
- ✓ Complete inventory of all units including accuracy tolerances
- ✓ Scheduled site visit at renewal to service & test systems and equipment

Enhanced

Monday - Sunday
24 hour
365 days

- ✓ Telephone, e-mail, remote and on-site
- ✓ Complete inventory of all units including accuracy tolerances
- ✓ Scheduled site visit at renewal to service & test systems and equipment



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Secure web based on-demand support

Customers requiring support can immediately instigate a chat session with one of our engineers via our online secure gateway. If necessary, our engineers can send an Applied Principles dynamic client tool to the customers PC in a single action enabling a seamless connection to the machine without interfering with firewall settings. In seconds the operator can see both the users screen and detailed system information such as set-up, active services, processes running as well as the ability to transfer files. Once the problem is resolved, the client program is completely removed and the machine returns unchanged to its original condition. Following resolution, a full history of the call is attached to the customers file and can be e mailed upon request.

Data Security

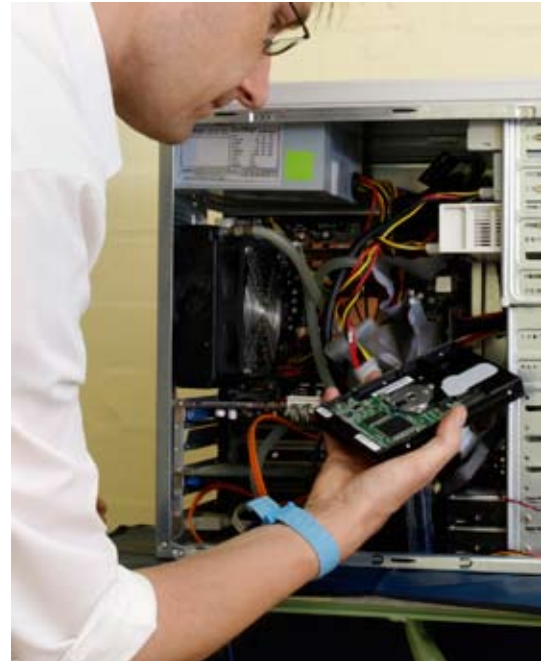
Data storage and security ensures that you never lose valuable data. Applied Principles have partnered with Double-Take software in order to provide real time back up and data / application protection in the event of failover or disaster recovery. The software ensures minimal data loss and immediate data recovery reducing costs for businesses. All changes are captured at byte level as they happen and are replicated to one or more target servers at any location, from the same site to a remote recovery site..

Proactive System Monitoring

We can provide proactive system monitoring so that any irregularities become apparent before they turn into issues. Our engineering team will often have resolved any issues before they are noticed on-site. Live server monitoring ensures system availability and if problems occur, they can be addressed quickly and efficiently

Networking Support

Our support engineering teams are fully conversant in the support and implementation of wireless networks and base stations allowing for the smooth deployment of Hornet.I Rugged PDAs and Principles Towers across the factory floor. They will carry out an in-depth site survey prior to the implementation to ensure coverage across all areas required.



Training

Full on-site training is provided to ensure that users feel confident and empowered. Supervisors and management will receive additional training on 'task creation', workflow and reporting. Where appropriate, 'train the trainer' courses will be run to allow full self sufficiency in the future.

Performance Reporting

Monthly performance reports are available for an additional premium. These reports will provide reassurance that Applied Principles' software is running on stable and secure hardware. All reports will be completed by the 5th of each month and emailed to an email address of your choice.

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