



RE: Systech Customer Support – Billable Support Notification

Dear Valued Customer:

The Systech Customer Support team addresses a wide range of production issues (post project), ranging from general product inquiries to complex, time consuming situations. Systech has provided customers with technical support via the Customer Support help desk since Systech's 1985 establishment.

We at Systech understand how important it is for our customers to rely on professional support for the life of the product. Recently, Systech implemented the following enhancements to our support organization to better meet your business needs:

- Increased head-count on the Customer Support team.
- Established a Customer Support team in Europe to better service our European client base.
- Implemented 24 x 7 Service Level Agreements (SLA's) to service our customers who have around the clock mission critical operations.
- Escalation procedures ensuring a rapid response to issues raised through 1st, 2nd, and 3rd levels to R&D.
- Streamlined the Customer Support procedures to be more responsive to customer issues.
- Implemented a CRM system to better document customer production issues.
- Implemented a software Escrow program.
- Provided training options at discounted rates.

To enable us to continue to support your business needs and requirements, Systech will charge for all Customer Support services - Effective July 1, 2009.

There are three (3) Customer Support service options available which depend on the Systech System Software version you are running:

- 1) **Full Service Level Agreement:** This agreement provides 24x7 technical support access - year round (including weekends and holidays), discounted training, free software upgrades, a software Escrow program, and more. This SLA option is available for all SPT/Guardian and Systech System Software Version 7.x users.

- 2) **24 x 7 Support Only Service Level Agreement**: This agreement gives customers who are not interested in the additional services listed within the Full SLA, access to Customer Support personnel 24 hours a day - 365 days per year. This SLA option is available for all non-SPT/Guardian users whose System Software Version is equal to, or greater than, Version 6.40.000.
- 3) **“As Needed“ Customer Support**: Customers can choose to pay for support on an “As-Needed“ basis, Monday through Friday from 8am to 5pm EST.

Please contact your Systech International Regional Sales Manager to discuss the options for Customer Support and to make arrangements for the support program that best meets your business needs and requirements.

Due to our commitment to excellence, we value the suggestions and ideas our customers provide us. We are continually enhancing our product and support/service offerings to surpass all others in quality and performance.

If you have any concerns or need assistance in contacting your Regional Sales Manager, please feel free to contact the **Customer Support Help Desks** by email at support@systech-tips.com or phone directly to any of the following headquarter locations:

North America

2540 US Highway 130 North
Suite 128
Cranbury, NJ 08512
Direct Number: 1.609.235.8445
(800) Number: 1-800-TIPS-HELP (1.800.847.7435)
Within the U.S. and Canada

Europe

Pontbeekstratt 2
1702 Groot-Bijgaarden
Belgium
Hotline: +32 2 467 03 32

United Kingdom

14 Marina Court
Castle Street
Hull
HU1 1TJ United Kingdom
Direct Number: +44 1482 225118

Regards,



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