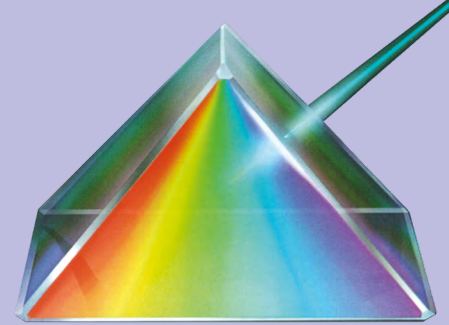


# HELPMATE<sup>SM</sup>

## 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 any questions they have.

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.

As a HELPMATE<sup>SM</sup> subscriber, you have the confidence of knowing that a PMC Customer Service technician is available by telephone and email to answer your questions about software licensed from PMC Software.

PMC Software's technicians are also trained to analyze support questions to determine if they are hardware or network related. If so, they will direct you to the appropriate hardware manufacturer's support location, or your own local hardware or network support group.

HELPMATE<sup>SM</sup> customers receive:

- Free software upgrades
- Free software backups
- Video FAQ access
- Training Videos
- Discounts on new software licenses
- Software remote training for your employees

### HELPMATE<sup>SM</sup> Support Plan

- Priority service for business hours support
- Contact via phone, fax, or email
- Remote access for troubleshooting
- 1 free software upgrade per year
- 1 free software audit per year
- 10 % discount on software licenses
- 5 % discount on remote software training



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