SOLIMAR TECHNICAL SUPPORT QUICK REFERENCE GUIDE

CHEMISTRY™ CUSTOMER COMMUNICATIONS MANAGEMENT PLATFORM.
POWERED BY SOLIMAR™

PROGRAM AT A GLANCE

This guide is designed to help you understand Solimar Systems' various Technical Support offerings and processes. Please keep this document with your Solimar system as a quick reference guide.

- All Solimar products covered by an annual service agreement are fully supported.

- Support for Solimar-supplied third-party products is provided to the degree that they interact correctly with Solimar products. Other applications of third-party products are not supported.

- Solimar Technical Support will maintain ownership of all cases unless we determine that the issue is due to a third-party product. You are free to pursue the problem further with the third-party vendor. We will assist when asked by the third-party vendor support organization.

- Solimar Technical Support is provided on all released versions, until we designate the version to be obsolete. All product changes are incorporated only into the latest versions. As a result, you may be required to upgrade to the latest product version in order to resolve a specific issue.

- New versions of Solimar software are periodically released and available to customers on active support for downloading from Solimar's FTP site at any time.

- Solimar product training is available online through Solimar University's Technical Support Webcast program at no additional charge. Classroom training is available on-site or at the Solimar University training center in San Diego for an additional charge.

- In addition to the Standard Support Plan, Solimar offers a variety of optional Extended Support Plans that are designed to meet the needs of virtually every organization.

SUPPORT PERFORMANCE

Customer support is extremely important to the Solimar's team of printing, networking, data stream, and hardware experts. Whether you call for help with a printing issue or want to discuss configuring Solimar products to best fit your unique data center requirements, the Solimar Technical Support team is available to assist you.

Members of the Solimar Technical Support team maintain a detailed log of your telephone and email communication. Additionally, your sample data files, resources, host/printer environment and custom configurations are archived in our support database. When combined with the support staff's expertise, this information allows Solimar to provide the fastest response possible to your questions and issues.

Solimar Technical Support typically responds to 95% of its calls within 10 minutes. The remaining 5% of calls normally receive a response within 20 minutes. During heavy call volumes, should a call back be necessary, the Solimar Systems Analyst will give you a return call timeframe that corresponds to your problem severity.

PROBLEM SEVERITY LEVELS		
LEVEL	**DESCRIPTION**	**EXPECTED RESPONSE**
LEVEL 1	System is down and/or the customer has no production capability.	Within 2 hours
LEVEL 2	System is up, but production capability is seriously affected, OR, customer is developing an application under urgent time constraints.	Within 4 hours
LEVEL 3	System is up, but production capability is reduced, OR, customer is developing an application, but can work on other elements while awaiting resolution.	Within 6 hours
LEVEL 4	System is up with no significant impact to production.	Within 8 hours

* During Solimar standard business hours

FLEXIBLE SUPPORT PLANS

In addition to the Standard Support Plan, Solimar offers several optional Technical Support plans that are designed to meet the needs of virtually every organization. In addition, customers on active support can download the latest updates and release notes for all Solimar products at any time from our FTP site.

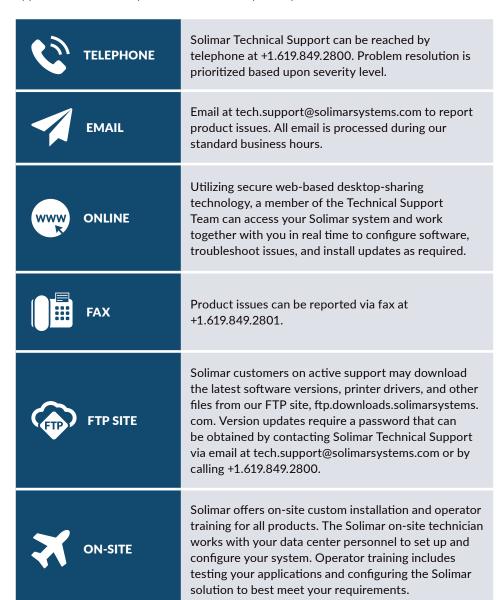| STANDARD SUPPORT	Monday through Friday, 8:00am to 5:00pm (Pacific Time). Next business day, emergency hardware replacement.
SUPPORT BANK OF HOURS	The most cost effective way to insure you have after hours support (24/7) is to purchase a bank of hours which can be used to provide after hours support.
SPECIAL CIRCUMSTANCES SUPPORT	Available on a single occurrence basis, this customized support plan provides after-hours assistance when support is needed for a planned change to your production environment.

BEFORE YOU CALL

The person placing the support call should have the necessary technical expertise for troubleshooting and maintaining the computing environment containing the Solimar products. The customer's equipment and environment must also meet all minimum system requirements outlined in Solimar's product documentation. When contacting Solimar Technical Support, please have your serial number and/or open case number available.

To decrease the total resolution time for your case and provide additional functionality, Solimar Technical Support may recommend that you take full advantage of recent product enhancements by upgrading your software to the latest version.

HOW TO CONTACT US

Solimar customers with a valid maintenance agreement may work with Solimar Technical Support via telephone, email, fax, FTP, or the web. In addition, customers on active support may be offered pre-releases and discounts on new products, when applicable. Software updates are available upon request.

TELEPHONE	Solimar Technical Support can be reached by telephone at +1.619.849.2800. Problem resolution is prioritized based upon severity level.
EMAIL	Email at tech.support@solimarsystems.com to report product issues. All email is processed during our standard business hours.
ONLINE	Utilizing secure web-based desktop-sharing technology, a member of the Technical Support Team can access your Solimar system and work together with you in real time to configure software, troubleshoot issues, and install updates as required.
FAX	Product issues can be reported via fax at +1.619.849.2801.
FTP SITE	Solimar customers on active support may download the latest software versions, printer drivers, and other files from our FTP site, ftp.downloads.solimarsystems.com. Version updates require a password that can be obtained by contacting Solimar Technical Support via email at tech.support@solimarsystems.com or by calling +1.619.849.2800.
ON-SITE	Solimar offers on-site custom installation and operator training for all products. The Solimar on-site technician works with your data center personnel to set up and configure your system. Operator training includes testing your applications and configuring the Solimar solution to best meet your requirements.

"You have absolutely the greatest support team I have ever worked with. Terrific, Marvelous, Tremendous, Outstanding - there aren't enough words to express it."

XEROX CORPORATION, ROCHESTER, NY

"Solimar's technical support group is one of the best I have had the privilege of working with."

VESTCOM RETAIL SOLUTIONS LITTLE ROCK, AR

"Let me say how impressed and pleased I am with Solimar's support. Count me as another very satisfied customer."

SUPERIOR COURT OF ARIZONA PHOENIX, AZ

"You guys have a Technical Support group that others need to be modeled after."

GREAT AMERICAN INSURANCE CINCINNATI, OH

SOLIMAR UNIVERSITY™ ONLINE

JOIN OUR ALL NEW CLOUD-BASED LEARNING PLATFORM

The Solimar University Online (SUO) learning platform provides clients and partners with targeted access to educational content for personal and professional development at times that fit their schedules. This platform provides unique and relevant cloud-based content to clients and partners based on a user's profile and preferences. SUO enables online users to access robust learning content such as industry videos, presentations, reference documents, updated SolimarShorts, audio podcasts, and assessment materials via the internet. The self-paced SUO learning platform includes industry education, Solimar product and solution training modules and more.

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DISASTER RECOVERY AND AUXILIARY LICENSING PROGRAMS

Solimar Systems offers several Auxiliary Licensing and Disaster Recovery programs to satisfy a wide range of needs. These programs were designed for organizations seeking an increase in developer productivity while minimizing production interruptions, looking for a fully functional backup system or simply require safeguards in case of an emergency. When installed and maintained on a second, non-production PC, Solimar's Disaster Recovery and Auxiliary Licensing Programs combine the necessary Solimar software and hardware components with the customer's unique system configuration and resource library to provide a cost-effective development environment.

RECOVERY LICENSE	Designed for short-term Disaster Recovery use, a Backup Software License utilizes a second, time-sensitive license key that provides up to seven (7) continuous days of system operation and is valid for 365 days..
CONTINUITY LICENSE	Utilizing the original license key from the main Solimar system, the Cold Backup System is designed to re-establish production capabilities on another system in the event of hardware failure.
STANDBY LICENSE	Utilizing a second, fully functional license key, the Hot Backup System includes a duplicate production system to be used in the event of an emergency.

TO LEARN MORE ABOUT SOLIMAR'S DISASTER RECOVER AND AUXILIARY LICENSING PROGRAMS, PLEASE CONTACT A MEMBER OF THE SOLIMAR TECHNICAL SALES TEAM AT +1.619.849.2800.

ABOUT SOLIMAR SYSTEMS, INC.

Solimar Systems is a leading developer of Customer Communication Management and Delivery solutions. Our solutions provide clients visibility into their workflows and operations while driving costs down; track the lifecycle of jobs from receipt to multi-channel distribution; optimize and convert data and documents; manage and optimize production printing across facilities and enable secure access and compliance. We also drive value and revenue generating opportunities by adding dynamic, conditional messaging to documents via digital inserts, onserts and augmented reality (AR) experiences. With thousands of clients worldwide, including 70% of the Fortune 100, Solimar has integral, proven IT solutions that have benefited print and data centers for more than 25 years.