

Nexiant offers a comprehensive suite of Strategic MRO Services to complement industry leading, patented MRO inventory management technology.

Nexiant's services portfolio is comprised of Advisory, Implementation, Managed and Support Services. These Strategic MRO Services are designed to provide customers with the expertise and guidance required to achieve MRO excellence.

Nexiant recognizes that each customer has a unique MRO inventory environment and provides the MRO expertise, best practices, processes, technology and support to help our customers reach the highest level of MRO excellence. Support Services are core components of Nexiant's Services portfolio that provide end-to-end support and maintenance services to maximize the effectiveness of Nexiant's MRO inventory management solutions.

Nexiant delivers the highest level of support in the industry to ensure that software and hardware solutions are operating at optimum performance levels, which in turn ensure the highest levels of customer satisfaction. Support Services include:

- Telephone Support
- Field Support
- Software Maintenance & Enhancements
- Hardware Maintenance & Warranty Services

Telephone & Field Support

Unlike traditional call center environments, Nexiant operates a Technical Support Center staffed by a team of certified technicians that are committed to providing end-to-end support services. Customer service requests are managed from inception through resolution by a dedicated technician to ensure timely resolution, usually during the initial call, and the highest levels of customer satisfaction.

Nexiant's Technical Support Center is fully staffed, providing toll-free telephone support, Monday through Friday from 4:00 am to 5:00 pm Pacific Time, including holidays that fall on a weekday. After hours and weekend support services are also available.



Nexiant Support Services provide the expertise and information needed to:

- Ensure ongoing system performance and stability
- Maintain real-time accurate inventory visibility
- Enhance operational efficiencies
- Help you stay focused on your core business
- Improve your bottom line

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Requests for after hours and weekend support are routed to a voicemail processing system that collects details on the customer site, equipment and nature of the request. A support technician will return the call within one hour, with an average response time of 10-15 minutes. This level of after hours and weekend support is available Monday through Friday from 5:01 pm to 3:59 am Pacific Time and around the clock on Saturday and Sunday.

Nexiant has developed a Support Resolution Methodology that incorporates technology industry best practices and proven customer satisfaction benchmarks. The three-step plan provides the highest possible level of service and timely resolution of issues. A dedicated support technician remains the single point-of-contact for the customer throughout the process. This plan consists of the following components:

- **Nexiant Response**

During the initial call, a Nexiant support technician will open a service ticket, assign a service ticket number for reference and tracking, and attempt to resolve the service request. If the support technician cannot quickly and effectively resolve the issue, it will be escalated to the appropriate functional area for resolution, which may involve Strategic Data Services, Software Development or Hardware Development.

In this case, the support technician will brief the customer on the resolution plan and provide an estimated timeline for completion. The support technician will be the customer's single point-of-contact throughout the resolution process.

- **Escalation Process**

In the rare event that a solution is not readily available, the request will be escalated to Nexiant's Defect Tracking Management Process for prioritization and resolution, or to a field support engineer. When necessary, field support engineers are dispatched to customer sites to conduct intensive diagnostic testing and perform necessary fixes to resolve issues. Again, the designated support technician will communicate the resolution plan and timeline back to the customer.

- **Closing the Support Ticket**

Once the service issue has been resolved, the support technician will work with the customer to implement and explain the solution and verify that the issue has been resolved. Once the customer is satisfied with the solution, the service ticket is closed. Periodic quality assurance calls are used to verify the quality of service that was provided and ensure the expedient resolution of customer issues.

Software Maintenance & Enhancements

Nexiant provides periodic software updates as part of Annual Software Maintenance Services. These complimentary software updates typically include modifications, fixes and enhancements for licensed Nexiant software and are accompanied by detailed release notes and technical bulletins when necessary. Virus protection definition updates required to protect customers against outside viruses while using the software are also provided.

Hardware Maintenance & Warranty Services

Nexiant hardware is covered under warranty for 1 year. The warranty includes all parts and labor for the year, plus travel costs for the first 90 days of the warranty period. Nexiant offers an optional extended warranty to cover parts and labor after the first year.

Should Nexiant be unable to resolve a hardware issue by telephone, a field support engineer will be dispatched to provide onsite service and issue resolution. Nexiant makes a reasonable effort to deploy onsite service personnel within 48 hours.

Technical Support Center Hours of Operation

- ▶ **Normal Business Hours:**
Monday – Friday 4:00 am – 5:00 pm Pacific
- ▶ **After Hours Coverage:**
Monday – Friday 5:01 pm – 3:59 am Pacific
Saturday – Sunday 24 hours
- ▶ **Holidays that fall on weekdays:**
Monday – Friday 4:00 am – 5:00 pm Pacific

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