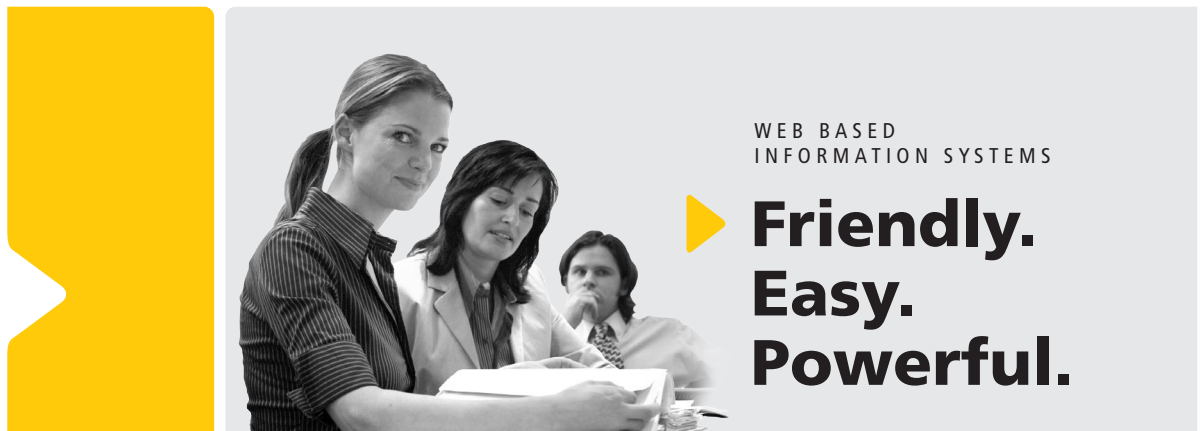


▶ Infopark Customer Support

AT A GLANCE



Infopark Customer Support offers qualified assistance with all service requests regarding the Infopark software products. All requests are handled fast, reliable, and solution-centered.

Professional Support

- assistance by skilled and experienced reps
- individual rep assignment possible
- contact by phone, e-mail, or web portal
- documentation and online help (knowledge base)

Customer-centered Solutions

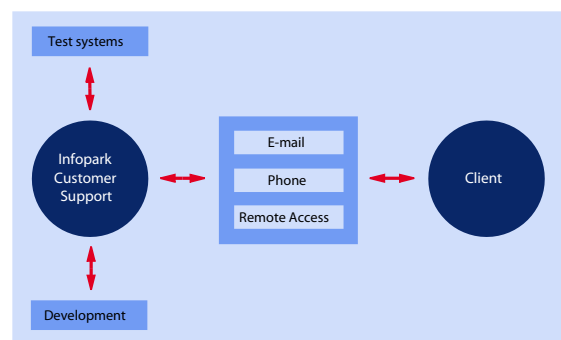
- detailed analysis of service requests and systematic narrowing of possible problem causes
- constant information on the state of requests
- state of requests available online (Infopark web portal)
- requests are closed only after confirmation by client confirmation of working resolution
- transfer of solutions by remote access
- quality feedback after closing requests
- service available in English and German

Layered Service Levels

- Premium Level: maximum two hours response time
- Standard Level: maximum six hours response time

Swift Service

- 30% of all service requests are resolved within two hours.
- 60% of all service requests are resolved within 24 hours.
- 95% of all service requests are resolved within 48 hours.



Communication between client and Infopark Customer Support

▶ Infopark Customer Support

AT A GLANCE

Service Level "Standard"

- response time max. six hours
- availability: 10 a. m. to 5 p. m. CET (Mon - Fri, excl. national holidays)
- contact by phone, e-mail, and web portal
- constant information on the state of service requests

Service Level "Premium"

- handling with elevated priority
- response time max. two hours
- availability: 9 a. m. to 6 p. m. CET (Mon - Fri, excl. national holidays)
- contact by phone, e-mail, and web portal
- constant information on the state of service requests

Service Level "Individual"

- handling of service requests with top priority
- individual response times
- extended availability (up to 24 hours / 365 days)
- assignment of individual rep
- support on-site
- more individual support services on request

Quality Assurance

- support process based on proven international industry standards (best practice)
- internal quality assurance with respect to performance and swiftness of service
- permanent registering and implementing feedback from clients

Data Transfer

- encrypted data transfer
- transfer also possible by e-mail, CD, or DVD

Security

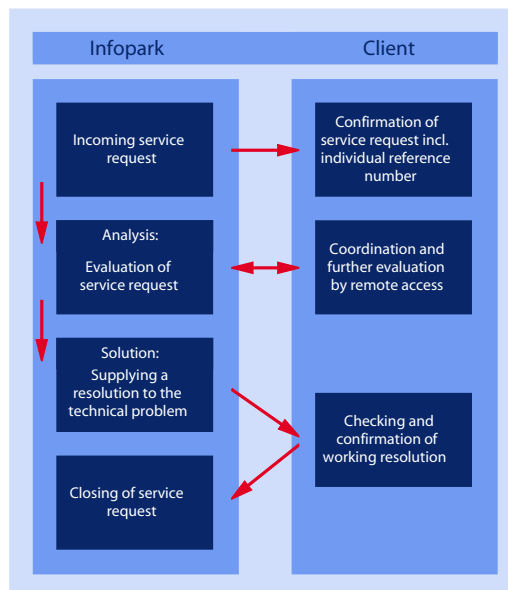
- remote service based on most reliable security procedures
- Secure Shell (RSA key possible)
- browser access with SSL certificate
- via ISDN also with security callback
- connection possible with all available encryption procedures
- specially secured remote access servers
- management of all service requests in accordance with German Federal Law concerning handling of confidential data

Test Procedures

- replication of client system for testing if necessary
- use of original client data if necessary
- assurance of highest data security
- deletion of all client data after service request is resolved (saving it for later use on request)
- remote access to the client system possible

Other Services

- providing of program packages and specially designed update packs
- assistance during update installation
- documentation (knowledge base)



Resolving service requests in close contact with client

Free Demo License Support

- 30 days Standard Support for each evaluation license free of charge
- evaluation licenses available for Linux, Solaris, and Windows
- assistance during installation of evaluation system

Infopark AG, Support

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