

Maintenance and Support

Welcome to Acuity Solutions Inc. Our solutions represent a unified approach to extended enterprise collaboration that enables all participants in your product lifecycle to work in concert as you bring products to market and support your customer base.

Software maintenance, enhancements and support are essential for your successful and optimally productive utilization of our software solutions. When you purchase maintenance, you are entitled to the following components to ensure that you can optimize your results with our software.

- ✓ **Major releases of software with new features, functions, and software corrections.**
 - New releases provide the latest and most productive tools and technology to improve your **product development process. Every major release includes significant new features and corrections for software errors found in earlier releases.**
 - Major releases can include significant changes in data architecture to take advantage of new technology.
- ✓ **Point releases of software, or ‘Maintenance Packs’ with software corrections and limited new features.**
 - Point releases, made available as needed between major releases, provide you with timely corrections for software bugs, plus enhancements to existing features, and sometimes even new features.
 - Point releases do not include changes in data architecture. Offered only under current release and previous major releases.
 - Maintenance of releases older than that can only be offered through Premium Extended Maintenance at a surcharge.
- ✓ **Prompt and effective telephone and email-based technical support.**
 - Your calls and emails are routed directly to technical support engineers who have the knowledge and skills to understand, investigate, and resolve problems quickly. Support includes problem tracking and escalation, management visibility and the input process for reporting software errors and enhancement requests directly to Siemens if necessary.
 - Calls and emails to our support@acuityinc.com address are viewed by our internal AE’s and Management alike and responded to within one hour.
 - 877-228-1750 / 503-430-1056
 - 8am EST to 8pm EST
 - Visit our support site at www.acuityinc.com/service-support
 - *Maintenance Support is covered for problems and questions on software for which the user has been trained.*
 - *Maintenance Support is limited to software which installed with ‘out of the box’ setup and standard configuration. Customized software and tools are not supported by standard maintenance & support.*

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- ✓ **Web-based technical support.**
 - Acuity provides the ability to review and test a problem via web-based applications such as www.gotomeeting.com and Siemens' Teamcenter Appshare.
 - Acuity maintains internal test environments
- ✓ **Acuity Lunch and Learn program.**
 - Acuity offers regularly scheduled (monthly) web-based "Lunch & Learn" training sessions, which are presented at no additional charge to Acuity's maintenance customers to foster on-going education and skill building with our software tools. See www.acuityinc.com/service-support - tab Lunch & Learns for more information.

Our support team has the following mission: *To increase our customer's productive use of our software by providing responsive and specialized support. Your software maintenance dollar and our commitment to you – our customer – drives this overarching value.*

Acuity Consulting

Acuity Solutions Inc. is pleased to provide the following additional services outside of maintenance and covered under our **Acuity Consulting Program**. These items are not covered under software maintenance t, but can be covered with a consulting agreement.

This program is payable both on a per hour basis at \$195/hour or packaged based on needed hours per month and year.

- ✓ **System Administration.** Installation of software, new releases or hardware. Internal maintenance of the system itself. Troubleshooting issues pertaining to use of the system.
 - *Acuity can provide remote System Administration Consulting*
 - *Customer internal CAD/CAM/Teamcenter Administration.* (Standard industry practice is for companies to have approximately one full time internal administrator for every 25 users.)
 - *Acuity can provide mentoring for your designated administrator.* This ensures best-in-class support for your team.
- ✓ **Customization of Software.** Any customization of software from 'out of the box' configuration.
 - *Acuity can provide consulting services to assist with these needs.*
- ✓ **Training*.** Acuity offers training classes on all Siemens software offered, our classes are offered both at our state of the art training facilities in Tigard, OR and Kalamazoo, MI and at the customer's site if applicable.
 - Acuity employs a staff of very experienced Application Engineers who are trained and certified regularly on the software we support and all new releases.
 - NX CAD/CAM
 - Solid Edge & Solid Edge Insight
 - Teamcenter
 - FEMAP
 - Email training@acuityinc.com for information on classes

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