

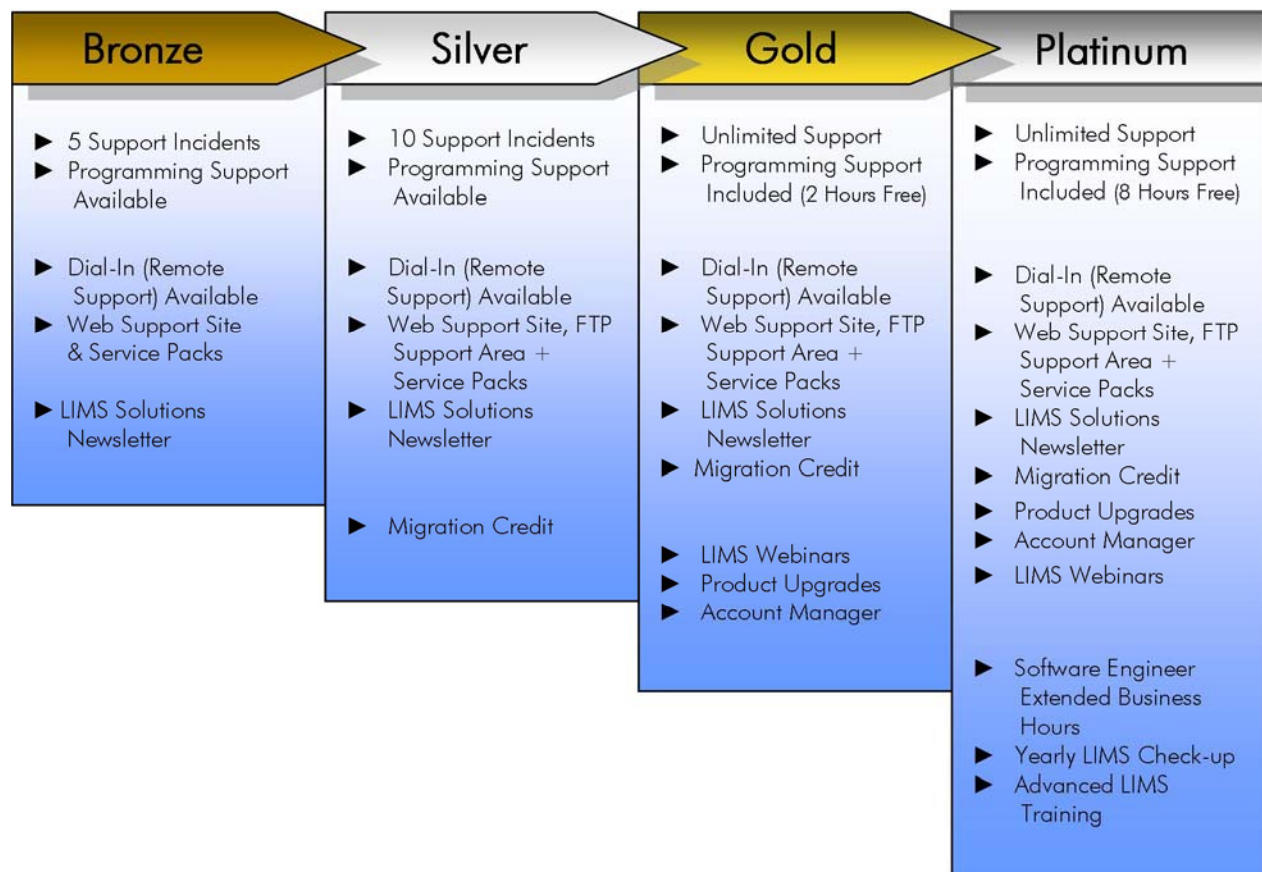
## Accelerated Technology Laboratories, Inc. Support Options

LIMS customer support requirements are not constant over time. From early implementation to initial live running and on to full operational use, this natural cycle develops as databases increase in size, user populations grow and computing environments become more sophisticated. ATL prides itself on working with its customers to create a detailed support plan, which matches their laboratory data management requirements and changing needs.

With these trends, the need for laboratories to maintain system service and availability grows in proportion to the complexity of the system. ATL customer support options recognizes this cycle by providing a range of services within ATL Metals Support Plan that meet customers' changing needs through the LIMS evolution. The ATL Metals Support Program currently provides four levels that mirror customer business requirements. With BRONZE, through SILVER to GOLD and PLATINUM, customers are able to transition as their needs dictate. With BRONZE being the most basic level of support and PLATINUM the most comprehensive level. In the description below, additional features in SILVER, GOLD and PLATINUM are in *italics*. ATL provides a one year warranty on its LIMS products with any level of active maintenance in the ATL Metals Program.

## ATL's Metals Support Program

The goal of ATL is to deliver the highest level of support services in meeting the needs of our clients.



## Description of ATL Support Options



### **ATL BRONZE Support Service:**

ATL BRONZE offers comprehensive support for ATL Laboratory Information Management Software Systems and is the choice for customers who need core support services. To ensure a high level of confidence during normal business hours, the following components are provided:

#### **BRONZE Overview**

- Technical Support –Telephone response for customer problems and questions, delivered via a toll-free number to expert software engineers (5 incidents/year)
- Programming Support (available at additional cost)
- Dial-in Remote Support (available at additional cost)
- Access to Web Site User Support Area for Software Service Packs
- ATL's LIMS Solutions Newsletter

**Technical Support:** ATL's BRONZE Support Plan offers customers direct telephone access to software engineers for problem resolution, bug reporting, documentation clarification and technical guidance, during normal business hours, Monday to Friday 8am - 5pm EST, excluding major holidays. Support calls are directly routed to and resolved by software engineers, who have access to a comprehensive range of software diagnostic tools. All support calls received are customer prioritized using a set of pre-defined severity levels, which are assigned according to the impact on customer business. All calls are logged, tracked, resolved and only closed with customer agreement. ATL provides toll free telephone routing as part of BRONZE Support to control customer costs.

**Programming Support:** Programming support is available to add additional user specific features to your LIMS, to create custom reports, or to assist in understanding and troubleshooting customer written code.

**Dial-in Remote Support:** Remote access is available for BRONZE members at an additional cost and allows ATL software engineers to log into the customer system and perform diagnostics.

**Software Service Packs:** ATL has a major commitment to research and development with ongoing product enhancements; ensuring customers have the technology to meet ongoing laboratory business challenges. Maintenance releases are made available to facilitate ongoing needs, including changes in operating systems and technical problem resolution.

**ATL's LIMS Solutions Newsletter:** ATL's LIMS Solutions Newsletter is the primary publication for communicating ATL's vision and direction. This regular newsletter is devoted to the ATL user community, enabling customers to make informed business decisions about automation, laboratory data management and support services. Issues include: Hot LIMS Topics ▪ Customer Articles ▪ Event Calendar ▪ LIMS and the Internet ▪ Technical Tips and Workarounds.



### **ATL SILVER Support Services:**

With a full range of robust and planned support deliverables, ATL SILVER is one of the most extensive ATL Support Plans. SILVER includes all services at the BRONZE level and in addition offers customers the following additional benefits:

**Migration Credit:** In order to protect the value of customer investment in ATL licenses, migration credit is included with ATL SILVER support. Customers are entitled to credits, when they purchase additional ATL software or when migrating to the enterprise edition, Sample Master® Pro, to ensure more robust implementations and to keep pace with technology.

**Access to Web Site User Support Area:** Business hours telephone support is further enhanced by Internet access for sending in support questions, downloading white papers, viewing FAQ's, service packs and e-mailing support engineers around the clock. Customers with SILVER maintenance have complete on-line access to ATL's support area located on the ATL home page.

### SILVER Overview

- Technical Support –Telephone response for customer problems and questions, delivered via a toll-free number to expert software engineers. (*10 incidents/year*)
- Programming Support (available at additional cost)
- Dial-in Remote Support (available at a reduced rate from BRONZE)
- *Access to Web Site User Support Area*
- *Migration Credit*
- Software Service Packs
- ATL's LIMS Solutions Newsletter

### ATL GOLD Support Services:



The GOLD Support Service is second most appropriate for customers who require maximum responsiveness, or have higher availability requirements for the implementation. GOLD is available for customers with operations in a single location, or multiple locations and countries. There are many elements that contribute to the successful implementation of a robust LIMS systems and ATL GOLD support is clearly positioned to help customers understand ATL LIMS systems, assuring continued success with ATL software. ATL GOLD includes all services at the BRONZE and SILVER levels and in addition offers customers the

following benefits:

► Unlimited technical support on a toll-free number, two hours of programming support at no charge, priority routing, product upgrades and an assigned LIMS Account Manager to provide customers with a single point of contact for swift response and solution management.



**Product Upgrades:** ATL has a major commitment to re-investing in research and development with ongoing product enhancements, new functionality upgrades and regular new releases employing the latest technology. Product upgrades allow customers to keep their LIMS current and insure that it meets the changing laboratory environment.

**LIMS Webinars:** Webinar is short for Web-based seminar. Webinars are just like a conference room based seminar, however, participants view the presentation through their Web-browser and listen to the audio through their telephone. A key feature of a Webinar is its interactive elements -- the ability to give, receive and discuss information. ATL's Webinars allow us to provide our clients the opportunity to learn about capabilities and features associated with ATL's LIMS Products. These Web Training Sessions are held quarterly.

### **GOLD Overview**

- *Unlimited Technical Support - Telephone response for customer problems and questions, delivered via a toll-free number to expert software engineers.*
- *Programming Support (2 hours included at no charge)*
- *Dial-in Remote Support (available at a reduced rate from Silver)*
- *Access to Web Site User Support Area and Software Service Packs*
- *ATL's LIMS Solutions Newsletter*
- *Migration Credit*
- *LIMS Webinars*
- *Product Upgrades*
- *LIMS Account Manager*

### **ATL PLATINUM Support Services:**



The PLATINUM Support Plan is the most comprehensive support and is most appropriate for customers who require maximum responsiveness, or have higher availability requirements for the implementation and running of mission-critical LIMS systems. PLATINUM is available for customers with operations in a single location, or multiple locations and countries. There are many elements that contribute to the successful implementation of a robust LIMS systems and ATL PLATINUM Support is clearly positioned to help customers get the most out of the LIMS systems, assuring continued success with ATL software. ATL

PLATINUM includes all services at the BRONZE, SILVER and GOLD levels and in addition offers customers the following benefits:

▶ PLATINUM includes a dedicated software engineer with a beeper for extended support hours, eight hours of programming support at no charge, highest priority routing, an annual LIMS check-up, annual LIMS Admin Training and a dedicated LIMS Account Manager to provide customers with a single point of contact for swift response and solution management.

### **PLATINUM Overview**

- *Programming Support (8 hours included at no charge)*
- *Dedicated LIMS Account Manager*
- *Dedicated Software Engineer with beeper for extended support hours*
- *Annual LIMS Check-up (software engineer travels to site to provide an annual LIMS overview)*
- *Annual LIMS training to ATL facility to train LIMS administrators on the latest advancements in LIMS*
- *Unlimited Technical Support - Telephone response for customer problems and questions, delivered via a toll-free number to expert software engineers)*

496 Holly Grove School Road • West End, North Carolina 27376 • Telephone: 910.673.8165 • 1.800.565.LIMS (5467) • Fax: 910.673.8166

- Dial-in Remote Support (available at a reduced rate from GOLD)
- Access to Web Site User Support Area and Software Service Packs
- ATL's LIMS Solutions Newsletter
- LIMS Webinars
- Product Upgrades
- Migration Credit

### ATL's Metals Support Program Table Summary

ATL Support Type:	BRONZE	SILVER	GOLD	PLATINUM
Technical Support	5 Incidents	10 Incidents	Unlimited	Unlimited
Programming Support (Off-Site)	Available	Available	Included (2 Hours FREE)	Included (8 Hours FREE)
Dial-in (Remote Support) (15 min. minimum)	Available	Available	Available	Available
Access to Web Site User Support Area + Service Packs	Service Packs Only	Included	Included	Included
LIMS Solutions Newsletter	Included	Included	Included	Included
LIMS Training Webinars	Not Included	Not Included	Included	Included
Product Upgrades	Not Included	Not Included	Included	Included
Account Manager	Not Included	Not Included	Included	Included
Software Engineer (Beeper) Extended Business Hrs.	Not Included	Not Included	Not Included	Included
Yearly LIMS Check-up	Not Included	Not Included	Not Included	Included
Advanced LIMS Training (At ATL Training Facility)	Not Included	Not Included	Not Included	Included
Migration Credit	Not Included	Included	Included	Included