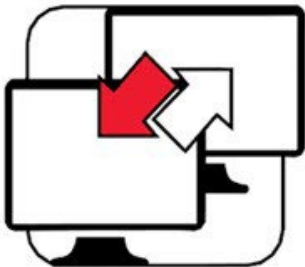


# Overview

## AutoPower System Profit by Intention: Total Customer Service Support



Remote  
Access



Customer  
Service



Monitoring



Customization

AutoPower is serious about being the premier customer support service to our customers. We have a dedicated staff of support analysts ready to assist you in resolution of minor to complex software and hardware issues. You are never alone when needing assistance, our experienced staff provide you one-stop access to obtain the support you need.

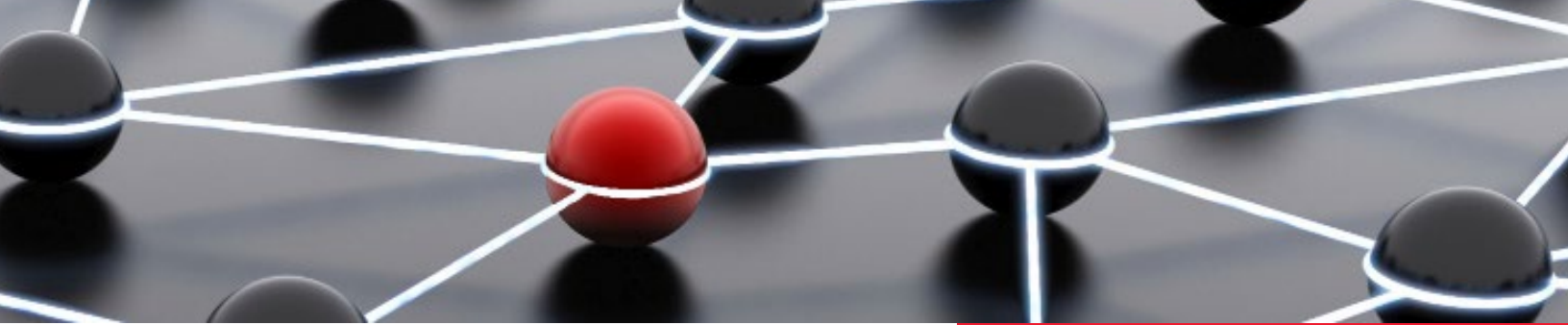
The foundations of our quality customer support services.

- Onsite Training
- Customer Service Support Plan (CSSP)
- Customer Support Portal
- Phone Support
- Customization Requests

### Onsite Training

Every customer installation starts with onsite training and education for your staff. Our trainers have first-hand knowledge of the AutoPower applications and software setup requirements. We train using your real data not demo data. We come to you to make sure we understand your staff, your business environment and the way you want the AutoPower System configured for the best “Profit by Intention” performance.





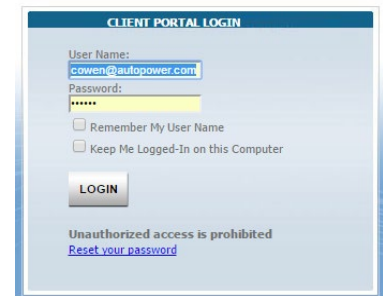
# Total Support

## Customer Service Support Plan

The AutoPower Customer Service Support plan, or CSSP, provides the most comprehensive package of system support and customer training services available within the industry. With our “Profit by Intention” philosophy you are ensured the biggest bang for your investment dollar by choosing those options which best meet your support needs. With our CSSP, users gain access to a wealth of support resources to minimize costly delays and maximize operating system and software efficiency.

## Customer Support Portal

The AutoPower online support request portal is available 24/7/365 for all of our customers. This portal plays an important role in helping customers quickly get issues resolved. We have linked reported issues directly to our support knowledgebase so that customer service experts can instantly review potential resolutions in all of the unique areas of the AutoPower System. We proudly and consistently provide a high level of immediate response and quick issue resolution well within our service level agreements.



## Phone Support

Telephone support is available from AutoPower for all of our customers. This includes a 24/7 afterhours method to contact our support specialists.

## Customization Requests

As part of our corporate philosophy, AutoPower differentiates itself with the “Tailored to Fit” software ability. Our software is full of configuration switches and adaptive code that can be changed to meet needed business processes. The majority of these customizations can be performed on the front end of the system go live or as a slight system change or new program when business needs evolve. If you require any customization to our software products we provide a consultation with our programmer analysts to document your needs. As part of our Customer Service Support Plan “Tailored to Fit” programming is provided at a substantial discount.