

Service and Support Overview



“APEX’s more than a quarter of a century of success is firmly built upon the strength of all its dedicated employees, its passion for product excellence, and *most importantly its tireless and unwavering commitment to Customer satisfaction*, without which no Customer would return to purchase from us again.”

Ben Levy
President



Our Mission: Total Customer Satisfaction

The mission of APEX's Service and Support Organization is total Customer satisfaction through value-based interaction. Our goal is to deliver tangible service assets by making our system knowledge and problem-solving technologies available when (and where) Customers need them most. Additionally, as our solutions are often "mission-critical" and relied on by those who expect the highest levels of performance and reliability, we know that responsive service is as important as technology.

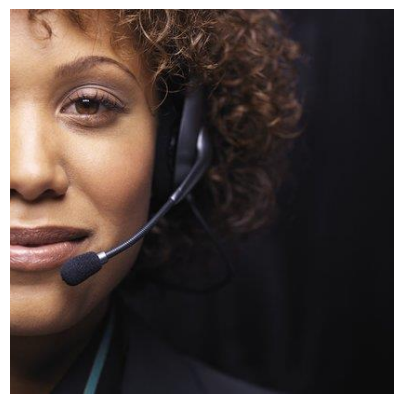
To satisfy our mission and meet our goals, APEX has assembled some of the industry's best service engineers and support professionals and built a world-class service organization. Their charter is to extend the life and productivity of our products and, by doing so, protect your capital investment.

When it comes to service and support, you can expect the best from APEX. From hardware to software service, to applications support and extensive training classes, APEX offers a coverage plan that meets your needs.

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Value Proposition of an APEX Maintenance Agreement

APEX Maintenance Agreements are as valuable as our products. When your operation hinges on high availability and long-term performance, our Maintenance Agreements can protect your investment by helping to maintain their peak performance while running in an efficient operating condition. Our Agreements will keep your APEX products up-to-date with the latest software revisions and updates and help avoid most downtime and performance problems via telephone support and web support.

An APEX Maintenance Agreement is designed to prevent system failures and preserve a system's overall integrity as it ages and grows to accommodate the ever-changing technology landscape. With a Maintenance Agreement, you will receive the best technical support available and access to our finest technical support engineers. You will also be protecting and future-proofing your investment, which is the best line of defense against issues that can adversely affect uptime. We have the critical knowledge to solve the tough problems, and we know how your software should behave in a real-world environment.

Through a combination of telephone and web support, an APEX Maintenance Agreement can prevent technical issues before they become problematic. In times of crisis, it provides the fastest access to technical support and failure resolution. With an APEX Maintenance Agreement you get the complete technical support you need — from general telephone support and online documentation to immediate access to expert software engineers in times of emergencies.

**APEX
Maintenance
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Key Benefits of an APEX Maintenance Agreement

- **On-Line Support, Case Reporting and Management**

The APEX Technical Support Portal (TSP) is a web-based support site where you can –

1. Submit new support requests using your own terms to describe the problem
2. Instantaneously receive a work order number for the support request submitted
3. View the history of closed support cases and the status of open support cases
4. Download software updates and upgrades, as well as Technical Briefs, Implementation Briefs, application examples, application server configuration examples, and “How to” documents.
5. Read responses to Frequently Asked Questions (FAQs)
6. Search the knowledge base
7. Contact the Technical Support team about APEX products.

In order to use all the features of the APEX TSP and to contact Technical Support, you will need to be a registered User.

- **Software Release Upgrades and Updates Included**

Receive new upgrades and updates to ensure your system is up-to-date with the latest software releases and help avoid performance problems and downtime... FREE!

- **Optional 24x7 Telephone Support (standard Agreement required)**

For an additional fee, you will have complete peace-of-mind knowing that regardless of the time-of-day, you will have access to an APEX Technical Support Engineer for Severity 1 cases.

- **Remote System Access**

For those times where you require an APEX Technical Support Engineer to remotely access your system and troubleshoot issues, all we need is for you to grant permission and provide internet access.

- **Management Priority Escalation**

If a Severity 1 problem arises, management escalation brings it to the attention of our executives – ensuring that the right resources (Product Specialists) are at work on the most rapid resolution possible.



- **Priority Feature Request**

When a need for a new feature arises, your request will be prioritized ensuring it will be in the next release, or for an additional fee it may be possible to create a more rapid point release.

- **Access to the Private APEX FTP Site**

In certain situations where time is of the essence, we offer our Customers direct access to the private APEX FTP site to download files quickly, as they may be too large for e-mailing and a CD would take too long to mail.

- **Participation in Beta Programs**

As we get ready to roll-out new releases, we may offer some of our Customers the opportunity to participate in our Beta programs, giving them a sneak preview of upcoming functions and features, and also giving them the opportunity to give direct feedback to our software developers and engineers.

- **Eligibility for Optional Services**
(additional charges may apply)

Other available services include Technical Support professional services, pre-scheduled off-hour support (24x7 Agreement must be in place), scheduled on-site support, consultation day, signaling support, and professional services.

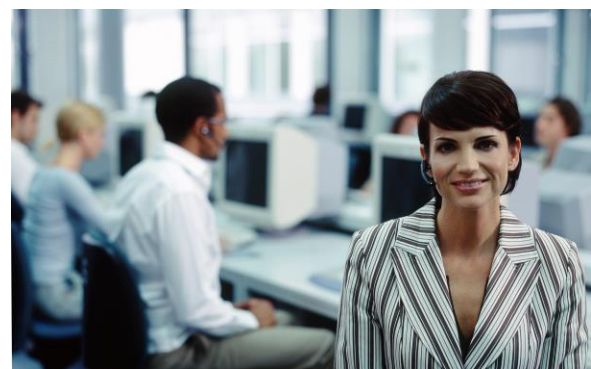
- **Quarterly Webinars on New Product Enhancements**

To keep our Customers abreast of the latest in our product enhancements, we host quarterly webinars that review all the recently-added functions and features. These webinars are an ideal setting for further understanding how our products can continue to add value to your organization.

- **Attend APEX Training Seminars at No Charge**

Every year, two employees from your organization can attend one of the APEX Training Seminars held around the world and we will waive their tuition fee. Additional employees who attend will receive a \$1,000 discount off of their tuition fee.

**Benefits may vary depending on level of APEX Maintenance Agreement.*





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