



Statcare™

# Statmon Support

## Premium Support Service

Statmon Technologies Corp.  
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## STATMON SUPPORT SUPPORT SERVICE GENERAL PROVISIONS

### **SUPPORT PRODUCT SPECIFICATION**

Statmon Support is provisioned per product purchased per site and includes updates and upgrades released within the Customer Support period purchased.

### **ANNUAL COST**

Support Base Price is generally quoted in the initial System(s) purchase Quotation. With any systems or licenses additions, the additional cost above the Base System Support is typically 15% of the additions cost.

### **SUPPORT PERIOD AND EXTENSIONS**

Support periods are for one (1) year, with automatic 1-year extension upon payment of *Statmon Renewal Invoice*, prior to lapse of current period. Customers may purchase multiple-year periods, with payment on an annual basis. The renewal invoice will be presented to the Customer approximately sixty (60) days prior to expiration of current period. The Support period begins for initial Support, and subsequent periods, upon receipt of payment at Statmon of appropriate invoice(s).

If Support lapses and the Customer renews within the 12-month period following expiration, the renewal period will be retroactive to the previous lapsed renewal date. If Support lapses 12-months or more, then the Customer must renew retroactively, with the renewal period(s) commencing with the lapsed expiration date and covering to the current period.

### **CUSTOMER ACCOUNT MANAGEMENT**

Statmon Sales & Marketing handles Customer inquiry for purchase or upgrade *pricing and availability*. Once a Customer order has been processed by Orders Administration, Statmon Support manages *installation or upgrade processes*, and provides *sustaining support*.

### **ON-SITE INSTALLATION AND ASSISTANCE**

Customers may request on-site installation and support. For installation, please request this be included in your Purchase Quotation. For on-site Support, call or e-mail Statmon Support for scheduling. An installation or support charge, as well as travel, lodging and other expenses may be incurred.

### **TRAINING - GUIDANCE**

Initial orientation is performed by Statmon Support at the time of installation. This is generally done in WebEx sessions with Customer staff on the installed Customer site(s). A Customer may request on-site training, as part of the original purchase and included in the Purchase Quotation, or later, upon

request and with sufficient notice. In either case, an installation or support charge, as well as travel, lodging and other expenses may be incurred.

## **HELP DESK SUPPORT**

### **AVAILABILITY**

Statmon Support is available 24/7, with an **approximate 4-hour response time**. An automated response is given for E-mail inquiry to assure the Customer of receipt of his e-mail message only. Initial response may be to set a Customer appointment, especially during times of Support congestion.

### **ACCESS TO SUPPORT**

E-mail: [Support@statmon.com](mailto:Support@statmon.com)  
E-mail messages to this mailbox are immediately forwarded to all Support staff and management.

Telephone: +1-800-516-0005 (US)  
+1-847-604-5366 (Outside US)  
*Select Menu Option 2*

Our answering service will collect name and contact information, together with a brief description of the problem. The incident collection is immediately forwarded to Support staff and management.

### **RESOURCES**

Statmon Support department consists of technical support staff and management; computer systems able to access customer sites, as required, and model customer configurations in virtual environment; an FTP site resource for documentation, software download and Customer upload, the latter to allow Support to assess customer databases and configurations.

### **ADVICE TURN AROUND TIME**

As indicated above, response to inquiry is generally within *4-hours*; once in contact with the Customer, Support works to solve the problem upon initial contact. If research of the Customer site, configuration and the like requires off-line time, a return appointment is scheduled with the Customer.

## **INTERNET AND WEBSITE ASSISTANCE**

The Statmon website and FTP site allow Customers to access electronic versions of manuals, installation information and software update downloads.

## **REMOTE ACCESS**

Statmon Support employs WebEx and VNC as the normal means of accessing remote Customer sites over secure internet connections. Occasionally, *PCAnywhere* is employed, generally for sites with slow connection or lacking internet connection.

## **SPECIAL TOOLS**

For installation of certain hardware and equipment, Statmon includes the cost of special tools in the Purchase Quotation.

## **LICENSES**

Statmon Software Product initial purchase provides the Customer with the right to use the purchased version of Software in perpetuity. Purchase of Support provides the Customer with updates to current versions, and any updates released in the current Support period. See the specific software license provided with the purchased product.

## **DOCUMENTATION (INITIAL AND UPDATED)**

Documentation is provided upon initial purchase of Statmon Products, in appropriate CD-ROM format, and is available from the Statmon FTP site for customer download. Printed versions of **Axess** and **rOVing** Users Manuals can be provided at an additional cost. Statmon hardware Installation and User documentation for GPX and PDP products is provided with shipment and is available on the Statmon FTP site. Additional Printed versions of GPX and PDP Installation Manuals can be provided at an additional cost.

Updates to documentation are posted to the Statmon FTP site.

Other hardware, such as Modems, purchased from Statmon includes the manufacturer's documentation where provided, in the form or format provided by those manufacturers.

## **PRODUCT UPGRADES**

### **EXTENT**

The extent of upgrades will vary over time. In some cases, the release will include the roll out of anticipated changes or feature additions. Other releases may only cover bug fixes, minor spelling or grammatical corrections, and the like.

Updates are not automatic, nor are they always required for a customer's sites.

### **DELIVERY MECHANISM**

Updates are generally posted to the Statmon FTP site for download. CD copies may be ordered for sites not able to download directly from the internet.

Upgrades, especially those involving major revision jumps, backup and/or conversion of existing database, or require multiple site coordination are best handled by contacting Support in advance of any anticipated upgrade effort.

Such upgrades are generally delivered via WebEx sessions. CD copies may be ordered for sites not able to download directly from the internet.

## **COST FOR IMPROVEMENTS, CHANGES OR DESIRABLE FEATURES**

Customer-initiated suggestions for improvements or changes, or addition of desired features are encouraged. Support cannot provide costs for such suggestions; please contact Statmon Sales & Marketing.