

Plasmon Service Direct™

Services at a Glance

All plans include the Base Features:

- > 1-hour call back
- > Incident management
- > On-site preventative maintenance
- > Outside software support coordination
- > Local spare stocking
- > Access to product updates
- > Bundled and embedded software support
- > Access to the Plasmon technical support Web site

See the table for Plasmon's three Service Levels

Data is the lifeblood of corporate information systems, and the timely flow of this information drives success.

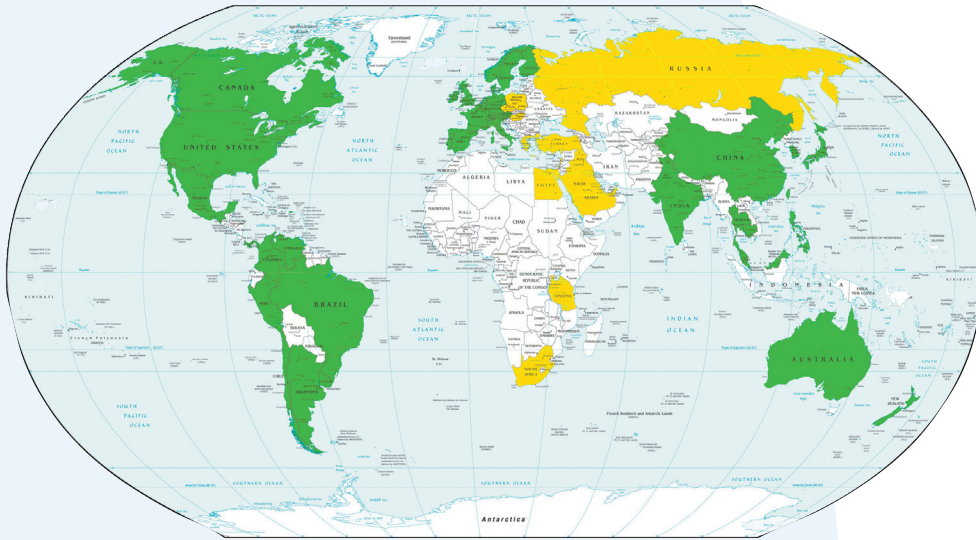
Interrupt the flow of information and a company's existence can be in jeopardy. Having a comprehensive support service strategy is critical to ensuring that vital information resources are available when needed. With Plasmon Service Direct, expert technical support and hardware services for Plasmon library products are just a phone call away. Service Direct customers also receive access to online resources to download patches, obtain new software releases, research technical issues and much more. Whether it's expert telephone support, on-site hardware service or online product resources, Plasmon Service Direct provides the answer.

Plasmon is focused on offering customers support services that match their business needs, both in hours and types of coverage. With 24/7 technical support and access to an extensive set of online resources, Plasmon Service Direct Priority support is always available and designed to help organizations meet demanding Service Level Agreements. Where service requirements are less stringent, Plasmon's Service Direct Guardian and Standard Support Service options provide maximum flexibility to meet site-specific challenges.

Service Direct offerings provide a range of coverage alternatives to match diverse customer demands. By delivering hardware and software support when needed, Plasmon keeps information flowing and businesses moving forward.

In addition, the following services are available based on the plan selected.

	Priority	Guardian	Standard
Mission critical escalation support	Yes		
On-site service coverage	24/7	9/5	9/5
On-site service response	4 hours	4 business hours	NBD
Telephone support coverage	24/7 unlimited	9/5 (40 hrs)	9/5 (20 hrs)
Technical support access	Priority	Priority	Next available engineer



The above map represents both areas where Plasmon currently offers service and areas which are under consideration. Please contact your Plasmon Channel Field Sales Manager for information regarding specific service levels for each country.

LEGEND

- Green signifies countries where service is currently offered (level varies by country).
- Yellow signifies countries where service is under consideration (please contact Plasmon for updated information on a specific country).



Plasmon offers the only enterprise-class active archive solution that ensures data permanence, authenticity, access, longevity and removability, at the low total cost of ownership that businesses demand.

Archive without compromise.

Plasmon is ISO 9001 certified.

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