

## MI Technologies' Software Maintenance Plans

### *S-WareCare™ Plan Benefits*

- Provides comprehensive and flexible upgrade coverage
- Stabilizes software budgeting for planning upgrade and migration costs
- Maximizes your organization's professionalism and competitive edge
- Streamlines and minimizes software acquisition and administration
- Reduces total cost of software ownership
- Provides Technical Support and discounts on related services and software
- Additional discounts available for customers with several licensed seats



*S-WareCare™ delivers improved test system efficiency with the latest measurement capabilities*

### **S-WareCare™ for Superior Software Maintenance**

The performance of your range operations depends on well maintained hardware *and* software. As test range automation evolves, software, like hardware, requires serious maintenance consideration.

Rapidly changing customer demands have led to the use of commercial personal computers for system control and automation at reduced cost with greater flexibility. As PC performance increases, this allows for more complex software with enhanced and new capabilities.

The total cost of test system ownership is partly a function of equipment upgrade costs, but also includes the indirect costs associated with your test staff's productivity and performance. If you do not keep your

system software updated, you run the risk of requiring an emergency procurement for a new release when a test job becomes mission critical, or you may not have the latest system capability required to support a new business opportunity.

MI Technologies' S-WareCare™ is simply the most cost-effective way to protect your software investment. These software maintenance plans ensure users will have the latest technology and capabilities to deliver high system performance and high productivity levels.

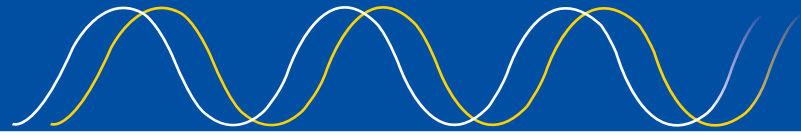
MI Technologies' software maintenance plans provide diagnostic and technical assistance, upgrades, access to telephone support with

software experts at our Customer Support Center and discounts on software training courses and related software products.

MI Technologies' software support quickly resolves routine issues with a first line support team and provides senior level engineers to address more complex issues.



1-800-854-3660  
www.mi-technologies.com



## Hardware Upgrade Plans

PC capabilities change quickly over time. Do you need to upgrade your MI-3000 workstation, in addition to your system software? If so, consider our "Gold" and "Platinum" plans.

### S-WareCare™ "Gold" Plan Benefits

Includes all the benefits of our basic S-WareCare plan plus:

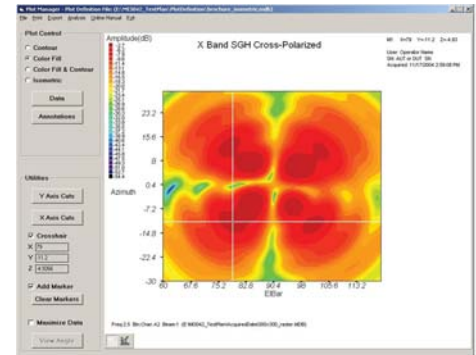
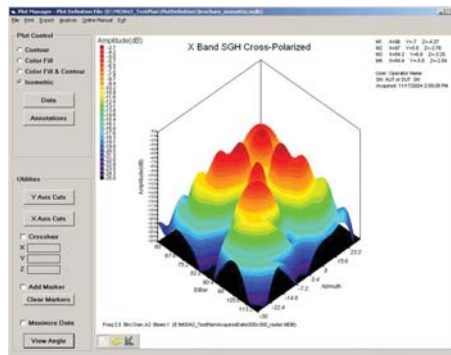
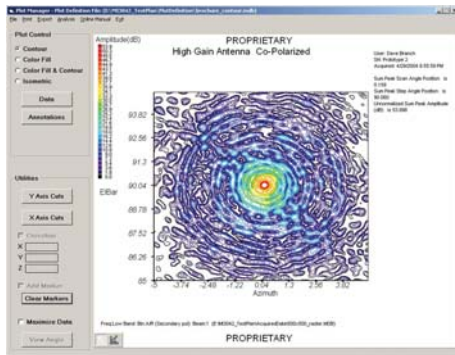
- Replaces one existing MI-3000 workstation with a new workstation (one-time)
- Retains a single licensed MI-3000 seat

### S-WareCare™ "Platinum" Plan Benefits

Includes all the benefits of our basic S-WareCare plan plus:

- Adds a new MI-3000 workstation, in addition to your existing workstation (one-time)
- Covers both workstations with all the benefits of our basic S-WareCare plan

- Allows additional users to perform test data analysis while others are taking data in your range
- Can be configured for analysis only or for a complete duplicate of your existing system to provide for "hot swap" capability
- Retains previous licensed MI-3000 seat and adds a second licensed seat



For more information, contact MI Technologies' Customer Support Service Center at 1-800-854-3660

## S-WareCare™ Plan Compared with Standard Software Warranty

Plan Element	S-WareCare™ Service Plan	Standard Software Warranty
Coverage Period	<i>One year</i>	<i>90 days</i>
Telephone Technical Support	<i>Included</i>	<i>Included (90 days)</i>
New Software Releases	<i>Included</i>	<i>Not included</i>
Bug Corrections	<i>Included</i>	<i>Included (90 days)</i>
Renewal Provisions	<i>Included</i>	<i>Not included</i>
Discounted Software Training Courses	<i>Included</i>	<i>Not included</i>
Discounted software services for script development	<i>Included</i>	<i>Not Included</i>
Discounts on additional instrument drivers	<i>Included</i>	<i>Not included</i>

