

Software Maintenance Plan



Decades ago you only had to maintain manual test equipment. Today, the performance of your range operations depends on well-maintained test, measurement and control software and hardware. As test range automation evolves, software, like hardware, requires serious maintenance consideration.

The early automated platforms were relatively stable due to a long development lifecycle. Customer demands led to the use of commercial personal computers that provide advanced acquisition, control, analysis, and visualization capabilities at reduced cost.

To ignore the lifecycle of your software is primarily a cost issue. The total cost of ownership is a function of not only the cost to continuously upgrade the product, but also the indirect costs associated with your test staff's efficiency, productivity and performance. If you do not keep your software updated, you run the financial risk of requiring an emergency procurement for a new release when a test job becomes mission critical.

Unfortunately, unlike electronic test hardware, your licensed software product is not self-serviceable. It can be an administrative headache to ensure your software is operating at peak performance.



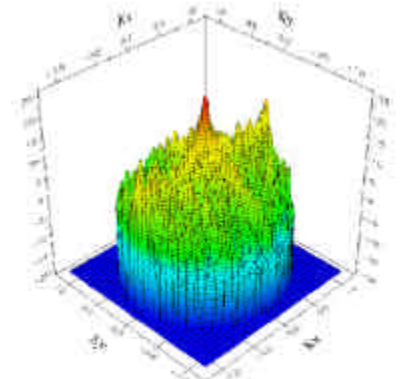
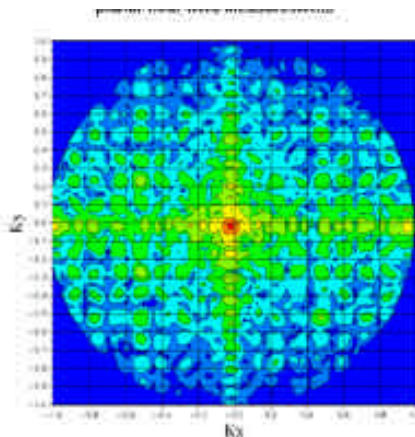
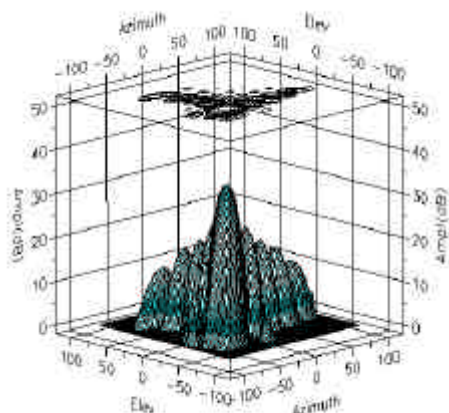
S-WareCare™ delivers increased return on investment over the ownership lifecycle, combined with improved test staff efficiencies.

S-WareCare™ for superior software maintenance

MI Technologies S-WareCare™, an advanced software maintenance plan, is simply the most cost-effective way to protect your software investment. The plan ensures users have the latest technology, while maintaining the software to deliver high-performance and high-productivity levels.

MI Technologies' software maintenance program provides diagnostic and technical assistance, free upgrades, and access to telephone support with software experts at our Customer Support Center and discounts on software training courses.

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



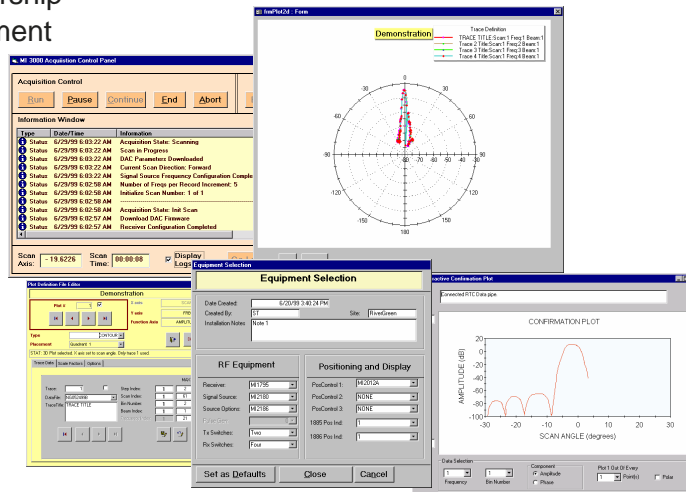


S-WareCare™ Plan Compared with Standard Warranty

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>

S-WareCare™ Plan Benefits

- Provides comprehensive and flexible upgrade coverage
- Maximizes test staff productivity and efficiency
- Maintains quality assurance of measurements
- Stabilizes software budgeting for upgrade and migration costs
- Maximizes your organization's professionalism and competitive edge
- Streamlines and minimizes acquisition and administration
- Reduces total cost of software ownership
- Increased return on software investment
- Reduces product's time-to-market
- Minimizes downtime
- Minimizes indirect costs
- Increases software availability



For more information, contact MI Technologies' Customer Support Service Center.

