



Application & System Software

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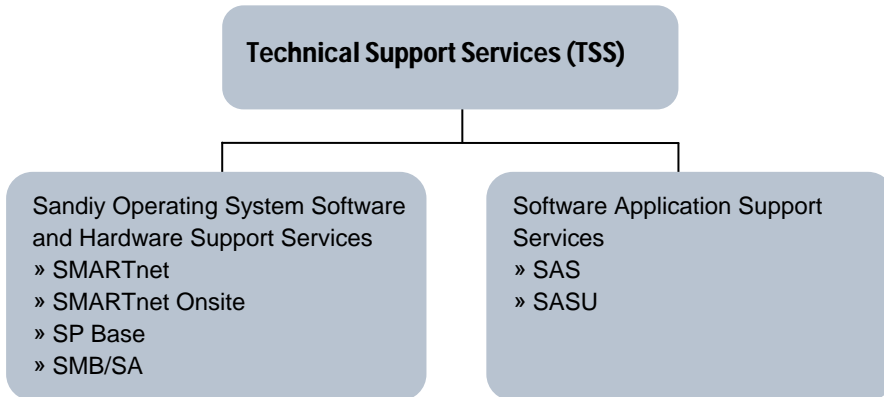


How secure is your business data?

Two Levels of Support Service

- Software Application Support (SAS)
- Software Application Support plus Upgrades (SASU)

SAS and SASU services are unique to Sandiy applications and go beyond operating system software support



SAS and SASU

SAS and/or SASU services are available for more than 100 Sandiy application software products in major technology areas including:



Voice



Network Management




Security



Mobile Wireless



Storage Area Networking

A close-up photograph of a hand with light-colored nail polish placing a white puzzle piece onto a larger white puzzle. The puzzle pieces are interlocking and form a pattern. The background is blurred, showing a blue object and a wooden surface. The text "How can you streamline your business processes?" is overlaid in white serif font on the hand.

How can you streamline your business processes?

Benefits

- Protect software application investment
- Strengthen application availability, functionality, and reliability
- Resolve technical issues faster with more accurate problem diagnosis
- Complement internal resources to maximize system uptime
- Build in-house expertise with access to Sandiy.comknowledge base
- Increase application functionality with major upgrade releases (SASU)

Technical Assistance Center

- Solve technical issues quickly
- More accurate diagnosis and timely resolution from Sandiy application experts
- Dedicated teams trained to support application software
- Unlimited 24 x 7 x 365 software application support
- Cases may be opened by phone, e-mail, through the internet
- Customerdesignates case severity
- On-going customer satisfaction surveys

Sandiy Software Application Support Services Deliver More than Warranty

- Warranty by definition is the written guarantee of the integrity of a product and of the maker's responsibility to repair or replace defective parts
- Sandiy Standard Software Warranty—warrants for 90 days from the date of delivery to the customer that (A) the media on which the software is furnished will be free of defects in materials and workmanship under normal use; and (B) the software application substantially conforms to its published specifications
- Sandiy's Software Warranty does not entitle customers to software updates or TAC access

Summary

Sandiy Software Application Support Services

- Protect and enhance the value of your application software investment
- Help ensure greater business productivity
- Deliver award-winning technical support
- Provide value driven benefits from Day 1

