



MAINTENANCE AND SUPPORT

Software and Apps updates

Hardware repair/replacement (if applicable)

Personalized, tailored support

Security Hardening Maintenance option

Technology Refresh Program

OVERVIEW

AMERGINT offers flexible, value-minded maintenance and support options to help you maintain a stable, optimized system. We know how critical it is to keep your systems up and running with minimal operational impact. Reflected in each maintenance option is AMERGINT's reputation of responsive and quality support.

Each system is delivered with our standard one-year warranty for all purchased hardware and software items. The warranty period ensures you have continuous support after equipment delivery through the integration and system transition periods. Available after-warranty maintenance packages ensure continued support as needed and through the system operational life.

Our comprehensive **Maintenance and Support Plan** provides AMERGINT software updates, personalized telephone/email support, and (if applicable and desired) hardware repair/replacement. Remember, our solutions can use commercial (COTS) servers or be implemented in a virtual or Cloud environment, so you not only have

the flexibility to purchase and maintain your components directly with the equipment vendor, but you also have access to a global support network. Optional onsite support, 24/7 on-call support, time-critical support, and extensive integration support are also available. During the initial one-year warranty period, this Maintenance and Support coverage is provided to you.

For customers with Maintenance and Support, AMERGINT offers a robust **Security Hardening Maintenance Plan** add-on that provides security hardening, OS security patches, critical vulnerability updates, and full verification testing at regular intervals. Regular updates improve functionality and protect your system from ever emerging security threats.

After five years of consecutive, uninterrupted maintenance and support, AMERGINT's exclusive **Technology Refresh Program (TRP)** kicks in to provide a courtesy re-architecture of your system at no cost to you—significantly reducing your overall cost of ownership.

MAINTENANCE OPTIONS

Maintenance and Support Plan

Hardware and/or software solutions support:

- » Software, firmware, and Apps updates.
- » Repair of system issues that affect specified performance existing at the time the items were shipped.
- » Repair and/or replacement of failed hardware items.*

Technical support:

- » Personalized telephone/email support available during business hours. Our typical response time is four hours.
- » Onsite, 24/7 on-call, time-critical (including weekends), and integration support is available on a time and materials basis when outside the scope of regular maintenance and support.

Security Hardening Maintenance Plan

- » Add-on to the Maintenance and Support Plan and available with annual, bi-annual, or quarterly update frequency.
- » RHEL7 or 8, Firefox, and Apache Server updates and full verification testing based on the latest vulnerability data provided by the operating system manufacturer.
- » Security updates to applications as needed.

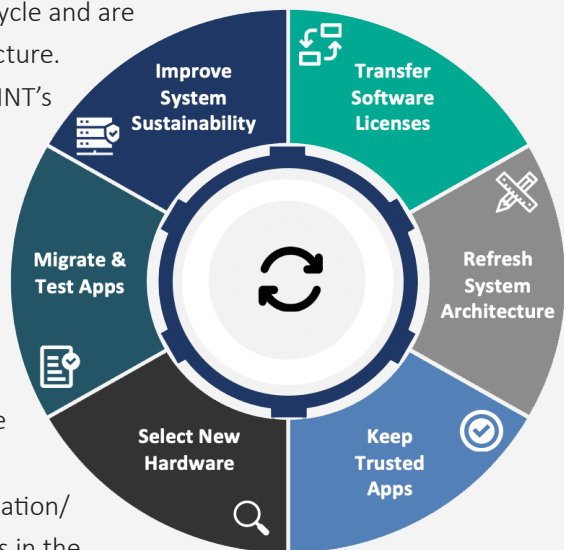
*Hardware may not be needed or desired. Typical repair or replacement of hardware occurs within 1-3 weeks of return to AMERGINT. If desired, AMERGINT transfers the server vendor's "Next Business Day" support contract to the end user, allowing for rapid repair/replacement of failed server components.

HOW THE TECHNOLOGY REFRESH PROGRAM WORKS

Commercial server platforms typically have a three to five year product lifecycle and are supported by the manufacturer for three years past the last date of manufacture. This lifecycle end date drives the need for a technology refresh, and AMERGINT's exclusive **Technology Refresh Program (TRP)** is the cost-effective solution.

TRP provides exceptional long-term value by lowering cost of ownership by an estimated 15% compared to other solutions.

After five years of consecutive, uninterrupted maintenance and support (and continuing every five years thereafter as long as you continue maintenance and support), TRP kicks in to provide a courtesy re-architecture of your system. At no cost to you, AMERGINT helps identify new hardware, migrates/updates your existing (and trusted) software Apps, performs integration/full regression testing, and enables refresh of the operational and spare units in the field; you provide only the new hardware. Additionally, if at any time we announce that a hardware component is no longer supported, we replace it with the new product. Our software-based architecture is key because it allows you to perform the technology refresh for the cost of a server rather than a new system. Compared to a full product replacement, TRP is a stress-free and economical approach to address hardware obsolescence.



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AMERGINT



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