

MAINTENANCE AND SUPPORT

Software and App / service updates

Hardware repair / replacement (if applicable)

Personalized support from our engineers

Security Hardening Maintenance option

Technology Refresh Program

OVERVIEW

ARKA 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 ARKA'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 our software updates, personalized telephone/email support, and (if applicable and desired) hardware repair/replacement. During the initial one-year warranty period, this Maintenance and Support coverage is provided to you. 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 the vendor's support network. On-site, after hours, timecritical, and integration support are also available through a separate agreement with ARKA.

For customers with Maintenance and Support, ARKA offers a robust **Security Hardening 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, our 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	
<ul style="list-style-type: none"> Software, firmware, and App / services updates. Repair of system issues that affect specified performance existing at the time the items were shipped. Repair and/or replacement of failed hardware. 	<ul style="list-style-type: none"> Personalized telephone / email support through our Rapid Response Engineering (RRE) team. Business hours: 8:00am - 5:00pm MT, Monday - Friday. During this time, we typically respond within four hours.
SECURITY HARDENING PLAN	
<ul style="list-style-type: none"> 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 OS vulnerability data. Security updates to applications as needed. 	

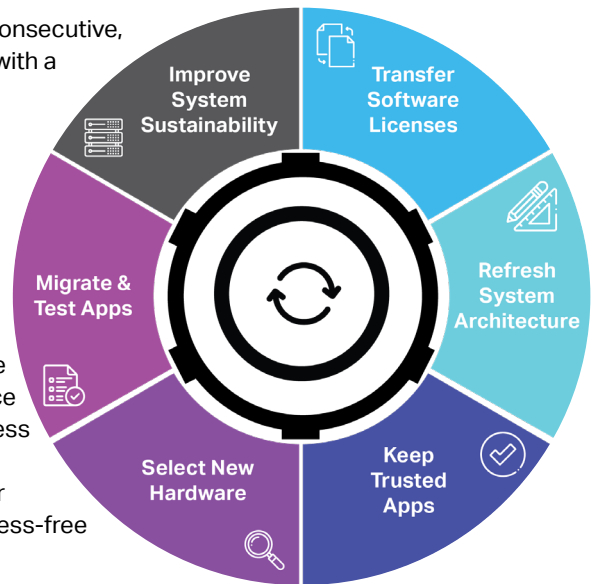
*Hardware may not be needed/desired. Typical repair or replacement of hardware occurs within 1-3 weeks of return to ARKA. If desired, we transfer the server vendor's "Next Business Day" support contract to the end user, allowing for rapid repair/replacement of server components.

THE TECHNOLOGY REFRESH PROGRAM

At the end of a typical lifecycle of COTS servers, customers with five years of consecutive, uninterrupted annual maintenance and support (and every five years thereafter with a continued plan) can take advantage of our Technology Refresh Program (TRP).

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

At no cost to you, ARKA helps identify new hardware, migrates/updates your existing (and trusted) software Apps and services, 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 help you make a seamless transition to a newer product platform. 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.



RAPID RESPONSE ENGINEERING TEAM

EMAIL: support@amergint.com | **PHONE:** 719-884-0486 | **HOURS:** 8:00am - 5:00pm MT Monday - Friday

Our team of experienced software and hardware engineers provide a central point of contact for support and maintenance inquiries.



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FOR ADDITIONAL INFORMATION:

2315 Briargate Pkwy., Suite 100
 Colorado Springs, CO 80920 USA
 Tel: 719-522-2800 | Fax: 719-522-2810
 Email: info@amergint.com