

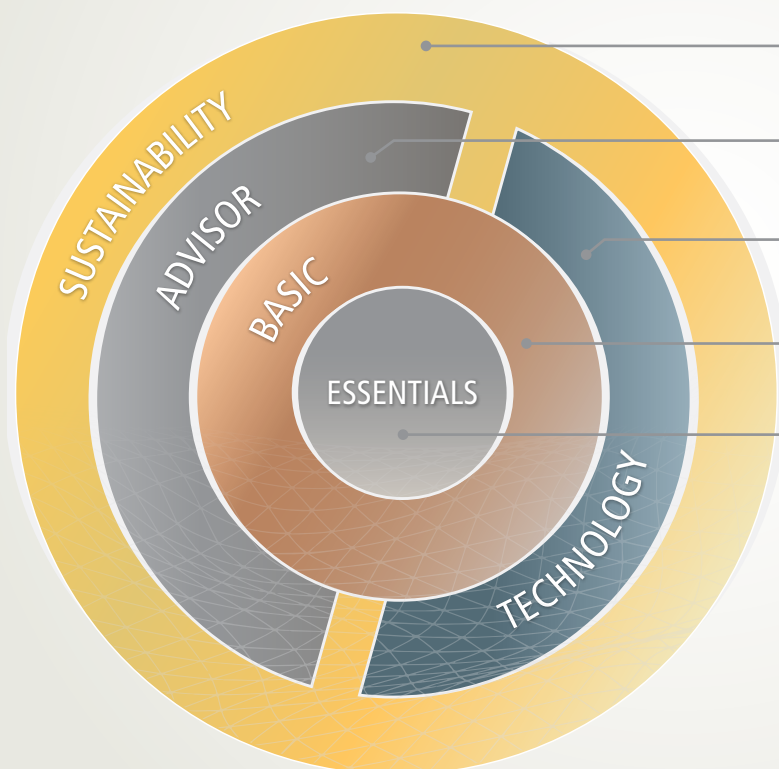
CUSTOMER SUPPORT PACKAGES

Immersive Technologies offers Customer Support Packages that enable our customers to maximize availability of their Advanced Equipment Simulators and realize superior returns on investment.

We offer a range of service levels to meet specific mine needs. Services are delivered primarily by teams located close to major mining regions ensuring that speed and quality of service are best in class.



Choosing the correct Customer Support Package (CSP) ensures asset protection and access to Immersive Technologies' ever growing "best practices" and knowledge base. There are five different scalable levels to choose from depending on your requirements.



SUSTAINABILITY

Best practice plus maximum uptime

ADVISOR

Best practice

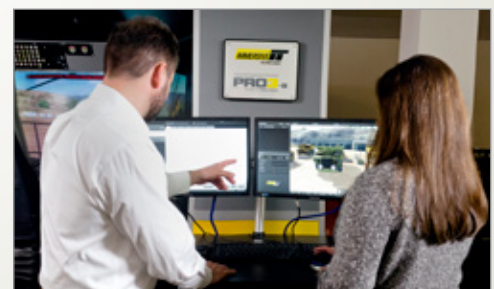
TECHNOLOGY

Maximum uptime

BASIC

Limited support and maintenance

ESSENTIALS



CUSTOMER SUPPORT PACKAGES ARE THE MOST COST EFFECTIVE WAY TO MAXIMIZE THE VALUE OF YOUR INVESTMENT IN THE ADVANCED EQUIPMENT SIMULATOR

Support Features	Sustainability	Advisor	Technology	Basic	Essentials
Basic Product Support & Maintenance					
Initial On-site Commissioning	YES	YES	YES	YES	YES
Trainer Advantage ™ Training Level 1 & 2 at Commissioning	YES	YES	YES	YES	YES
Scheduled On-site Service	2 Per Year	1 Per Year	2 Per Year	2 Per Year	2 Per Year
24 Hour Remote Support	YES	YES	YES	YES	YES
Trainer Advantage ™ Training Level 3 at Commissioning	YES	YES	YES	YES	-
System Software Upgrades (5 Years, minimum 1 release per year)	YES	YES	YES	YES	-
System Hardware Upgrades	Every 3 Years	Every 3 Years	Every 3 Years	Every 3 Years	-
Product Support & Maintenance					
Extended Parts Warranty	YES	-	YES	-	-
Emergency On-site Service	2 Per Year	-	2 Per Year	-	-
SimCloud Support	YES	YES	YES	YES	-
Best Practice Support					
Custom Mine Site Updates	Years 2, 4	-	-	-	-
User Group Customer Forums	Free Entry	-	-	-	-
Trainer Advantage ™ Training	Years 2, 4	-	-	-	-
Targeted Simulator Curriculum (For 1 Machine)	YES	YES	-	-	-
Advisor Support: Flexible Deliverable Based On Mine Needs (Can Be Exchanged For Risk Profiling, Continuous Improvement Project, Management Reporting, Training Needs Analysis, Curriculum Development, Curriculum Review and Update, Train the Trainer, Etc.)	YES	YES	-	-	-
Package Incentives					
50% Software Upgrade Discount: To ensure our Advisors are equipped with the best available tools and simulation fidelity	YES	YES	-	-	-

This investment in your equipment, staff and processes will enhance the value delivered by your asset over its lifespan.

For more information
Enquiries@ImmersiveTechnologies.com
www.ImmersiveTechnologies.com



EXPECT RESULTS