

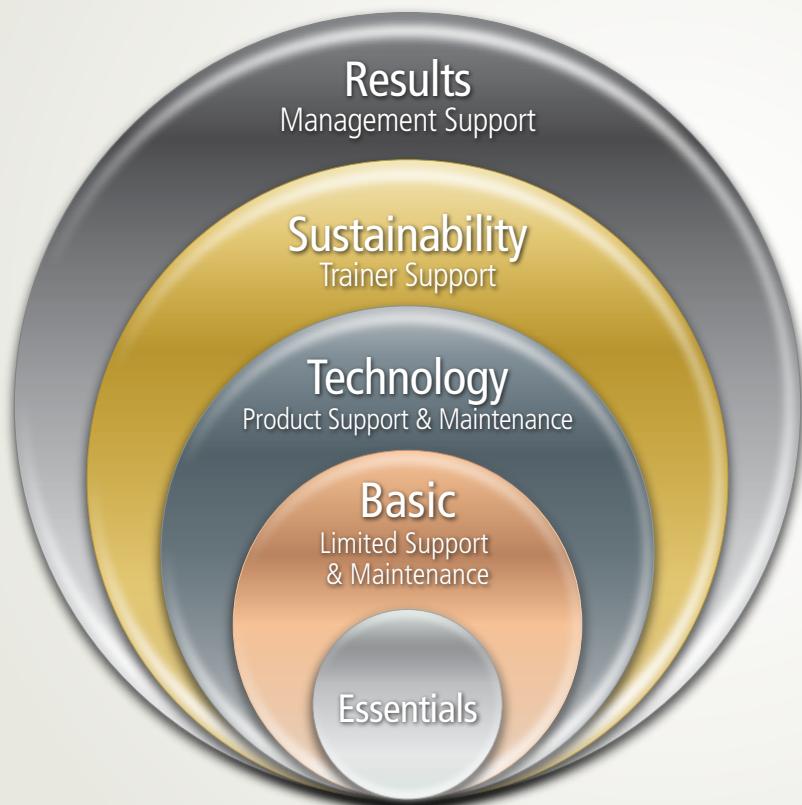
CUSTOMER SUPPORT PACKAGES

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

These long term service plans are delivered 24 hours a day, 7 days a week, to all leading companies that use our simulators by highly responsive teams of experienced technicians and consultants located in our offices around the world.



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.



- Technology, Best Practice and Management Support to Deliver Results
- Technology and Best Practice to Deliver Results
- Technology to Deliver Results
- Reliable Technology
- Suitable for Special Cases

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

Support Features	CSP Results*	CSP Sustainability	CSP Technology	CSP Basic	CSP 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	YES	YES	YES	YES	YES
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	YES	YES	YES	YES	-
Product Support & Maintenance					
Extended Parts Warranty	YES	YES	YES	-	-
Emergency On-site Service	2 annually	2 annually	2 annually	-	-
SimCloud Support*	YES	YES	YES	-	-
Trainer Support					
Custom Mine Site Updates	Years 2, 4	Years 2, 4	-	-	-
User Group Customer Forums	Free Entry	Free Entry	-	-	-
Trainer Advantage ™ Training	Years 2, 4	Years 2, 4	-	-	-
Simulator Truck Curriculum Development	YES	YES	-	-	-
Simulator Truck Curriculum Periodic Review & Update	YES	YES	-	-	-
Management Support					
Joint Implementation Planning & Management	YES	-	-	-	-
Joint Operational Planning & Management	YES	-	-	-	-
Site Data Analysis & Training Needs Analysis	YES	-	-	-	-
On-Site Launch/Go Live Support	Year 1	-	-	-	-
Continuous Improvement Projects	Years 2, 3, 4, 5	-	-	-	-
Management Progress Reporting	YES	-	-	-	-

* Check availability in region

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

For more information
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