



Technical Support Contracts

More Than a Telephone call!

**'Aladdin'
Swap-out
Option**

If you think that having a technical support contract means just being able to contact an engineer - then think again!

At Ideas Unlimited we have not only designed a range of support options that suits every size of facility and every range of budget so that we can suit the support necessary to each individual site, but also we offer added features to each supported customer site. These include providing updated client and server software often including new features plus also an invaluable additional software package called 'ProbeMonitor' which is a system fail-safe alert.

Another feature of our Support contracts is a fantastic swap-out option on units which are over three years old. This is called the Aladdin option. The support team at IU also aims to keep our customers in touch with developments of new products and new system features in regular newsletters.

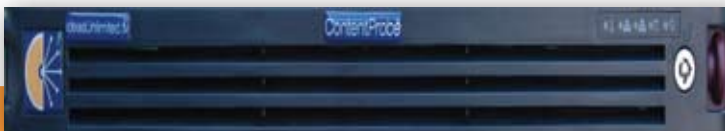
We believe that with our Standard, Gold and Platinum Support contracts along with the added features of ProbeMonitor and the Aladdin trade-in option we can offer our customers a comprehensive support scheme which will protect your investment in the short and long term.



"Aladdin" is a great deal we have in place for customers who have a Support contract with us!

We have recently introduced a unique new feature to all our support contracts which future proofs your investment in ContentProbe. If you have an annual support contract with us, and your machine is more than 3 years old we are now offering you the opportunity to swap out those machines for new machines for only 50% of the cost of a comparable new machine. By doing this, you can upgrade to the latest generation hardware and software with hot swappable power supplies, enhanced RAID protection and the latest high efficiency Quad Core processor technology with increased memory. We believe that this will give you greater resilience and protect your investment going forward.

Aladdin is only available to customers with Support contracts - yet another reason to think about Support!



Features of Standard and Gold Support options

Standard Support - 2 working day response to email queries, return to factory hardware repair, software updates and ProbeMonitor software, repair/replacement of faulty parts.

Gold Support - Telephone support, same working day response to email, on-site support if no solution found, repair/replacement of faulty parts, return to factory hardware repair, software updates and ProbeMonitor software.



Features of Platinum Support option

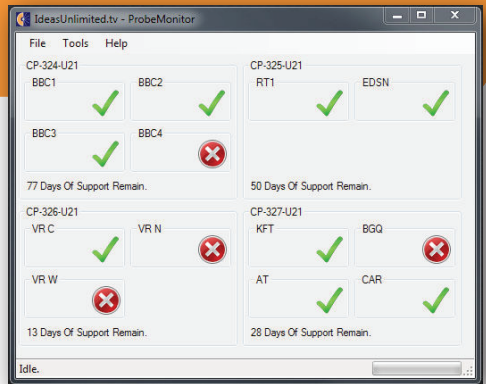
Platinum Support - Advance loan of a spare unit and comprehensive loan spares kit on site, telephone support, same working day response to email, on-site support if no solution found, repair/replacement of faulty parts, return to factory hardware repair, software up-dates and ProbeMonitor software.

ProbeMonitor Software

ProbeMonitor is part of a suite of applications designed to keep the ContentProbe system up and running without downtime. Experience has shown that the best way to do this is to be proactive in providing a monitoring system which will detect failures.

The ProbeMonitor software checks the ContentProbes regularly to ensure that it can be located on the network and is responding. Each time that the system is checked ProbeMonitor establishes that the media share is available. This ensures that the log on credentials are still valid and that users are able to review past recorded material.

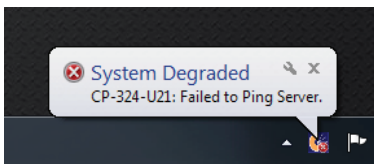
ProbeMonitor checks that essential service applications are running and regularly stores system configurations so that previous configurations can be easily recovered in the event of failures.



ProbeMonitor also checks that the Hour and Minute files are being recorded and that they are of correct duration. Any failures detected by ProbeMonitor are displayed on the user desktop as visual alerts and can also be configured for alerts via email.

ProbeMonitor provides the users and engineers with fast information on the system status allowing any problems to be dealt with quickly and efficiently.

The ProbeMonitor software is provided free of charge to all customers with a support contract.



This alert is sent to the user desktop as a warning of connectivity problems.

For further information on Support contracts please contact:
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