

Memex offers a variety of Service Packages designed to assist your project, cost effectively.

Package Level	<u>On-Demand</u>	<u>Bronze Service Package</u>	<u>Silver Service Package</u>	<u>Gold Service Package</u>
Paid	Credit Card	Yearly	Yearly	Yearly
Cost	\$150 per hour Minimum 2 Hours	\$140 per hour	\$125 per hour	\$100 per hour
Ad-Hoc, WebEx, Phone training provided yearly	None Provided	2 Hours – To be scheduled	3 Hours – to be scheduled	4 Hours – to be scheduled
Hours Included	None Provided	38 Hours Yearly	75 Hours Yearly	120 Hours Yearly
Yearly Fee	Not Required	\$5,320	\$9,375	\$12,400
Remote Maintenance Available	Yes	Yes	Yes	Yes
Services Available	Yes – Hourly fee	May be used from Block Hours	May be used from Block Hours	May be used from Block Hours
Extra Project Services	None Provided	May be used from Block Hours	May be used from Block Hours	May be used from Block Hours

- Services Provided: Software usage and configuration support, Training, Ad- Hoc Web based/Phone remote support, any travel costs are extra
- Anything above the Block Time Purchased is to be charged at the allotted cost per hour
- Each fee is per customer site address
- Ability to move monthly hours from block to consulting and project management if required
- Unused hours expire on an annual basis
- Hours of operation: Monday – Friday 8:00 am to 6:00 pm Eastern Time at 1-866-573-3895 toll-free from Canada and USA, or 905-635-3042
- See full policy at: www.memex.ca/resources/support/technical-support-policy/

Sample Saving and Value Add

The Gold package ensures you receive 10 hours/month, 124 hours yearly, of Memex Service, cost \$12,400. Compared to On-Demand Services = 124 hrs. X \$150 = \$18,600, so a \$6,200 savings – a 33% discount!

If calling in for 1 hour or less at a time, then 124 hours is \$37,200 – the package saves \$24,800, (67%)!

The support service will include;

- Access to MERLIN Knowledgebase
- Help Desk Ticketing System
- 24/7 MERLIN Alerts via LogMeIn
- Encrypted remote assistance

Services Available

- Rates as per Service Package
- Configuration & Setup of MERLIN
- Work with customer site Project Lead engineer
- ERP Connector consultative services
- Training
- Server installation and maintenance
- Remote Configuration
- DNC Configuration
- Bar Code scanning configuration and installation support
- RFID engineering and installation support services
- Removal of old Work Order per specified rules
- Run Performance reports and identify products with bad standard cycle time
- Consultative engineering and automation services
- Report creation services

Memex Automation – Maintenance and Support Program

The maintenance service, rates as per Service Package, will include:

- Monthly Maintenance:
 - Inspection and Management of existing logs
 - MERLIN Generated ERP logs
 - AxConfig logs
 - UDA logs
 - MERLIN Server logs
 - MTConnect – Ax9150 UMI logs
 - MOP logs
 - AxEmail logs
 - AxDNC logs
 - OEE Server UI logs
 - SQL logs
 - MERLIN Reporting logs
 - MERLIN Auto Reports Generator logs
 - Review and inspect shown Pattern Files and Error Conditions
 - MERLIN Server upgrade and updates applied as required (does not include user PC maintenance)
 - Ongoing optimization of MERLIN
 - Other logs as specified

Extra Project Services

Call to request rates based on time.

- Project Management Services
- Lean Consulting Services
- Hardware Electronic design, engineering and build services