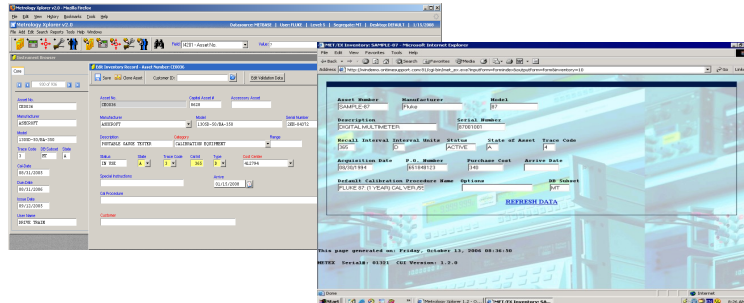


# FAST/TRACK SUPPORT

The **FAST/TRACK** support plan from On Time Support, Inc.® is designed to provide software updates and support for On Time Support standard off the shelf software products for one year. Products included are:

- Barcode Magician
- Change/Log
- EMail Notification
- Metrology Xplorer 1
- Metrology Xplorer 2
- Process/Track
- Remote Pipeline



## Includes the following:

- Software updates on any OTS Standard off the shelf product as they are released. OTS will notify the customer in writing and/or via email.
- On line support is available through VNC to help resolve issues such as installation or configuration issues. This service will require the customer's IT support to provide a portal so that we can access the system in question.
- OTS will provide assistance with SQL and Crystal Reports as they pertain to OTS products only, for example BCM and Email Notification.
- 15% Training Discounts on scheduled OTS classes.
- Pricing is based on the total number of OTS software license seats.



## Support Plan Options:

Customers can purchase an on site option with the **FAST/TRACK** Plan. By purchasing on site work as part of this plan, the customer can schedule training, installation, SQL/Crystal report writing, MET/CAL procedure writing, or any other service pertaining to On Time Support products and save approximately 20% off the normally quoted on site work. This is a great way to get refresher training and learn new methods that have been developed. If you want to save time, there are two options.

### Option 1:

- 3 Days on site at any time with at least a 4 week notice.

### Option 2:

- 5 Days on site at any time with at least a 4 week notice.



Save Time and Money!

**Ordering Information:** (Contact On Time Support for a quote)

Part #: **8500-FAST/TRACK**  
Option 1: **8500-FST/TRK-OPT1**  
Option 2: **8500-FST/TRK-OPT2**

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