



About VIQ Software Support and Maintenance Agreements (SSMs)

VIQ SSMs provide peace of mind for your VIQ Solutions' product. In addition to service packs and unlimited product support, SSMs provide customers with free software updates during the term of their SSM.

SSMs provide:

- Unlimited Product Support
- Service Packs
- Software Updates
- Product User Groups

About VIQ's Professional Services Group

VIQ's Professional Services Group offers customer-centric support and services for your organization. Our professional training, customization and implementation services are specifically designed to meet your needs and help you realize the maximum return on investment from your VIQ solution. We offer a complete range of services for a complete range of audiences, from end-users to IT technicians.

Professional Services offers:

- Customized Software Development Services
- End-User Training Services
- IT Technical Training Services
- On-Site or Remote Technical Services
- On-Site or Remote Upgrade/Migration Services
- Customized services available

About the Professional Services Group

Raham Dixon, Professional Services Manager, has been providing phone, email, and on-site support to VIQ resellers and customers for over six years. Raham has performed over 35 on-site installations of VIQ products, complete with end-user and administrative training. He is the primary architect of the VIQ Dealer Training program and has trained and certified over 30 VIQ Solutions dealers. Prior to joining VIQ Solutions, Raham completed his Computer Science/Mathematics degree at Florida A&M University. He has previously worked as a technical consultant and held technical support positions at Polaroid and IBM.

For more information

For detailed information on rates and services offered, or to schedule professional services, please contact Raham by telephone at (800) 263-9947 ext. 245 or by email at rdixon@viqsolutions.com.

1 800 263 9947
www.viqsolutions.com

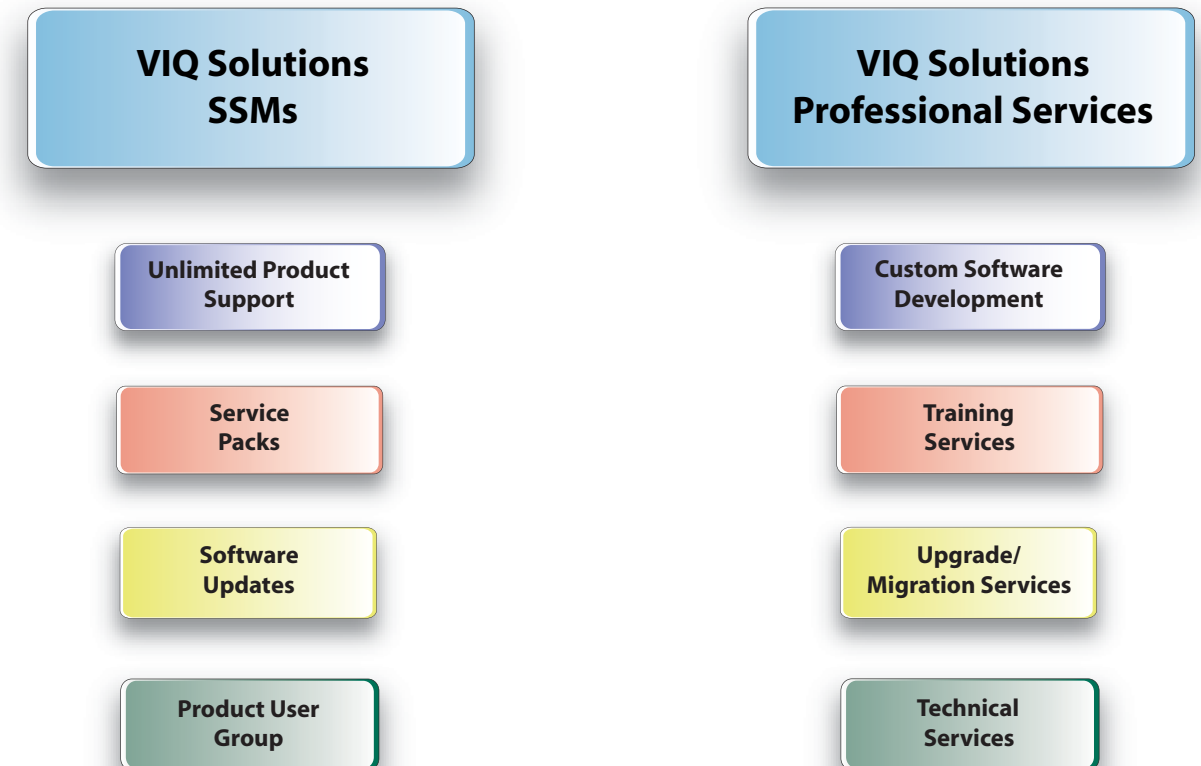


SSMs and Professional Services

**Professional customer-centric solutions
for implementation, customization and education**

Maximize your investment in your VIQ Solutions software with VIQ Software Support and Maintenance Agreements (SSMs) and Professional Services support. Our customized services will help you realize your organization's requirements, challenges and goals and maximize the return on investment for your VIQ Solutions product.

SSMs provide peace of mind for your VIQ products, knowing you'll receive unlimited product support and software updates during your term. The Professional Services group offers professional, customer-centric support and services for your VIQ Solutions workflow, like customized software development, training, implementation and upgrade services.



Software Support & Maintenance Agreements

VIQ's Software Support & Maintenance Agreements (SSMs) are available for all current VIQ Solutions' products. In addition to service packs and unlimited product support, SSMs provide customers with free software updates during the term of their SSM. SSMs are available as one-year terms and must be renewed annually.

Purchasing an annual maintenance agreement is the most cost-effective way to ensure the continued success of your VIQ products. Purchase of an SSM includes:

- **Product Support**
SSM subscribers receive free phone and email product support from their authorized VIQ value-added reseller (VAR). VIQ's VARs are thoroughly trained and authorized to ensure product support requests are resolved as quickly as possible. If escalation is required, VIQ Technical Support Specialists are available. Contact your VIQ Solutions representative for details on specific support hours and procedures.
- **Service Packs**
SSM customers automatically receive all patches and service packs released by VIQ Solutions during the term of their SSM. A patch is defined as a minor correction to the product, including software modifications and fixes. Service packs will typically be made available through download, or distributed by the authorized VIQ VAR.
- **Software Updates**
SSMs entitle customers to free software updates to their supported products. A software update is defined as a new version of a VIQ Solutions product that substantially enhances the functionality of the product. SSMs ensure that customers will always have the most current version of your software at no additional cost. Please note, software updates are subject to applicable terms and conditions. Contact your VIQ Solutions representative for details.
- **Product User Group**
Participation in the SSM program allows customers to actively contribute to future development of VIQ products. SSM users receive regular communication regarding product announcements and related information.

A valid SSM lets you take immediate advantage of new features and improvements to your VIQ software, as well as receive free product support. SSMs provide customers with a comprehensive, cost-effective service and support package for any VIQ Solutions product.

Professional Services

The VIQ Professional Services Group (PSG) offers a range of services for a range of audiences, from end-users to technicians and administrators. Our services can be conducted on-site at your location for hands-on, personalized support. We can also provide remote assistance over the telephone or a remote desktop connection during installation or upgrades.

- **Training Services**
Our training courses can help your staff harness the full potential of your VIQ Solutions product. We offer training for end-users who want to realize the full feature set available in the application and establish an efficient, productive workflow. Likewise, IT Technicians or administrators can learn the "ins and outs" of the software for configuration and troubleshooting purposes. Our experienced trainer will come to your location for customized, hands-on learning in the work environment.
- **Customized Software Development Services**
Having an application customized specifically to your needs allows much greater productivity within your organization. The PSG can help identify and facilitate the development of the software features your organization requires. Tell us about your environment and your needs and we can develop a customized solution that's right for you.
- **Technical Services**
A PSG technician can perform an expert, problem-free installation, initial configuration and testing of your new VIQ Solutions product. This service can be conducted on-site by the VIQ PSG technician, or, if you are comfortable with VIQ technology, the technician can provide assistance over the telephone or remote desktop client.
- **Upgrade/Migration Services**
If you're upgrading your existing VIQ Solutions product, the VIQ PSG technician can perform the upgrade, securely migrate your data and thoroughly test the new installation to ensure a seamless upgrade. This service also includes training for end-users and administrators for new features and functionality. This service can be conducted on-site by the VIQ PSG technician, or, if you are comfortable with VIQ technology, the technician can provide assistance over the telephone or remote desktop client.
- **Customized Services**
Have a special request? Want to combine some of the services listed above? Contact the VIQ PSG to create the flexible solution that's right for you.