

Commitment To Client Support



I W I T N E S S

"We strive to deliver the best products, the best technology, and the best services that support commitment to our client success."

*Mike Donaldson
President and CEO
Iwitness, Inc.*

Iwitness is a leading provider of Electronic Records Management (ERM) software designed to reduce the risks and costs associated with doing business digitally. Cost-effective ERM is essential. The Iwitness solution offers reliable, accurate, automated capture, secure retention, and fast, easy retrieval of email that is subject to internal audit or regulatory examination. The result: it safeguards the firm while minimizing internal staff time consumed by these processes. And it doesn't disrupt normal business processes.

Iwitness Client Services offers unmatched level of support for your vital business operations. Client Services is a collaborative partnership that maximizes the return on your Iwitness ERM Solution.

End-to-end service, personalized attention, and expert support professionals enable you to keep your business operations running at maximum performance. We uniquely enable you to optimize system efficiency, minimize system downtime, and achieve competitive advantage.

Iwitness is committed to completely satisfying all of our clients needs. Our support program allows you to choose a plan that aligns with your company's unique requirements.

Iwitness Client Support consists of two levels: Gold Support and Platinum Support.

Gold Support is offered 7am – 5pm MST Monday-Friday excluding Iwitness company holidays.

Platinum Support is available 24 hours a day 7 days a week.

Both support options include:

- One-on-one support from a support analyst.
- Product version, release, and maintenance upgrades.
- Product patches, fixes.
- Access to online product information.
- Self-help support via website knowledgebase.
- Proactive email notification
- Electronic submission of product problems/questions.

VeriMail
Archive Center

	<i>Case Priority Problem Severity</i>	<i>Response Goals</i>	<i>Resolution Goals</i>
<i>1 – High</i>	The system or major application is down or seriously impacted, or the customer's data is lost or destroyed, and there is no reasonable workaround currently available (system crashes or panics, corrupted data.).	Iwitness responds within 1 hour. During business hours, the customer will be immediately connected to a technical support analyst. Outside business hours, Iwitness's Customer Care team will ensure a response within 1 hour	Upon confirmation of receipt, Iwitness begins continuous work on the problem, and a customer resource must be available at any time to assist with problem determination. Iwitness will provide best effort for workaround or fix within 48 hours, once the problem is reproducible or once we have identified the product defect. Iwitness may incorporate fix in future release of software, if agreed to by Iwitness.
<i>2 - Medium</i>	The system or application is moderately affected. There is no workaround currently available or the workaround is cumbersome to use.	Iwitness responds within 4 business hours.	Iwitness will provide best effort for workaround or fix within 7 business days, once the problem is reproducible. Iwitness may incorporate fix in future release of software, if agreed to by Iwitness.
<i>3 - Low</i>	The system or application issue is not critical: no data has been lost, and the system has not failed. The issue has been identified and does not hinder normal operation, or the situation may be temporarily circumvented using an available workaround; feature failure; convenient workaround exists.	Iwitness responds within 8 business hours.	Iwitness will provide best effort for workaround or fix within 20 business days, once the problem is reproducible. Iwitness may incorporate fix in future release of software, if agreed to by Iwitness.

More information:

Iwitness is available via phone, fax, or email.

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Our goal at Iwitness Client Support is to help you achieve your business goals. We are continually searching for post-implementation value opportunities that add to our mission of creating value at all levels for our clients. For more information, we invite you to call one of our Client Support representatives today at 303-545-9000 x 143, or visit our web site at www.iwitness.com.



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