

Application Service & Support Program

SupplyPro Sets the Standard for Hardware, Software and Customer Support



**COMPLETE
METALWORKING
SOLUTIONS**

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ISO Certified

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SupplyPro provides clients with industry-leading software capabilities and expert core systems maintenance to support our suite of automated Point-of-Use (POU) dispensing devices.

Our patented (Patent #6,418,416) Web-based solution delivers order management functionality as well as product enhancements and support with no additional infrastructure or committed support from the client IT department.

Inventory and transactions previously managed by manual processes are now managed 24/7 using defined business rules, allowing production, procurement and IT resources to focus on activities related to core business processes...not inventory management!

Application and Support Agreement Value

A flat fee per Point-Of-Use connection gives you access to the following world-class services for less than 50 cents per hour:

1. License to SupplyPro's Proprietary SupplyPort Software

- a. Unlimited number of seats to SupplyPort web-based software.
- b. The SupplyPort manages all transactions, automated reporting business rules, refilling, alerts and all other communications for the SupplyPro machines. All updates to the devices are managed by the SupplyPort engine.
- c. A non-exclusive, non-transferable license to use proprietary software as part of, and exclusively for use with, any related SupplyPro unit for the service term associated with any purchased system
- d. SupplyPro continually enhances its software's functionality and performance. Web-based updates are delivered automatically to SupplyPort – without interrupting your users or IT staff!

2. Inventory Management & Control

- a. 24/7 Web-based system administration. Patent #6,418,416
 - i. Inventory Control at the Point-of-Use.
 - ii. Limits / Business rules related to access rights and quantities.
 - iii. Prevent users from accessing machines and/or specific parts.
- b. Automates POU solutions
 - i. Reduce number of non-value added transactions at the crib window.
 - ii. No over-time, burden labor rate, or vacation expense associated with manual labor.
 - iii. Eliminate manual tracking documents and data entry related to tool crib transactions.
- c. Inventory Management – tracking the movement and information capture associated with the material usage for consumables and assets.
- d. SupplyPort constantly monitors inventory levels. Everyday of Life.

3. Automated Order Management

- a. Items are reordered automatically based on the client-defined business rules.
- b. Alert management - If a critical minimum or tool stockout is reached, an individual may be alerted via pager or e-mail.
- c. Automated notifications outside the interface for special products (i.e. decals).

4. Automatic Software Enhancements

- a. Software Updates to existing functionality are provided at no charge.
- b. Web-based technology provides for automatic updates of the software and existing functionality. There is no requirement by Local IT resources to manage servers, upload software changes or administer on-site servers.

5. Information Dissemination

- a. Real-time information is available from any Web-enabled device anytime, anywhere in the world.
- b. Automated email schedule available on standard reports.
- c. Reporting and tracking for up to nine unique client allocations (dept, cost center, machine, job, work order, etc).
- d. Enterprise Reporting across multiple cabinets and devices available.
- e. Exportation of data to a wide variety of industry standard formats.

6. Communication & Database Management

- a. 24/7 network communications monitoring (dual networks).
- b. Automated Systems Polling.
- c. System Back-Up and Restoration.

7. Software Maintenance

- a. Software Maintenance is included during the full Service Term.
 - i. System and Application Software updates included
 - ii. Software License included



8. Unlimited Call Center & Online Support

- a. SupplyPro has 2 customer service centers (1 in San Diego and 1 in Cincinnati) that provide live Help Desk coverage with an automated response system for inbound calls.
- b. The SupplyPro Technical Support Centers are available at 877.334.0231 (U.S.) or 703.637.6483 (Intl) Monday - Friday. If you reach SupplyPro Support voicemail, they are currently working with another customer. Leave a message with your contact information and issue and we will return your call as soon as possible.
- c. Email support requests – service@supplypro.com.
- d. After hours support is available through a voicemail paging system that contacts the on-call service representative.
- e. Available to any user of the system (client, supplier(s)).

9. Disaster Recovery and System Back Up and Restoration Included

The SupplyPro Data Center resides in the AT&T Internet Data Center in Irvine, CA. This is 1 of 4 Zone 4 Rated Data Centers in North America; classified by the U.S. Government as an Earthquake- Hardened facility with power, HVAC and temperature controlled redundancy.

The AT&T Internet Data Center is a \$100 million world class hosting service facility providing customers with a client-ready environment in which clients can install their computer server equipment. This facility consists of the very best in security, power, and air conditioning with complete (N+1) redundancy for all systems to ensure an optimal computer server environment.

This Data Center resides on the World-Wide Backbone of the Internet with 4 gigabytes of dedicated bandwidth with full redundancy to the other AT&T Mega POP facilities.

- a. Redundancy: AT&T has N+1 architecture throughout data center. Eliminates single point of failure with traditional site based solutions.
- b. Environment monitoring: 24-hour monitoring of Power, Internet, and temperature/humidity. Optimal network environment is guaranteed.
- c. Security: Physical access is controlled and data center and servers are monitored by security guards 24x7 Internal and External cameras record all activity on site.
- d. Data Backup: Client data backups are triple redundant and moved off-site multiple times throughout the day.
- e. SupplyPro IT Staff monitor IT operations 22x5 and on call 24x7.

10. Warranty – standard one (1) year parts and 90 days labor warranty (new systems)

- a. Support fee is locked in for the period of the agreement and cannot be changed during a continuous Service Term election.

Customer Service and Support

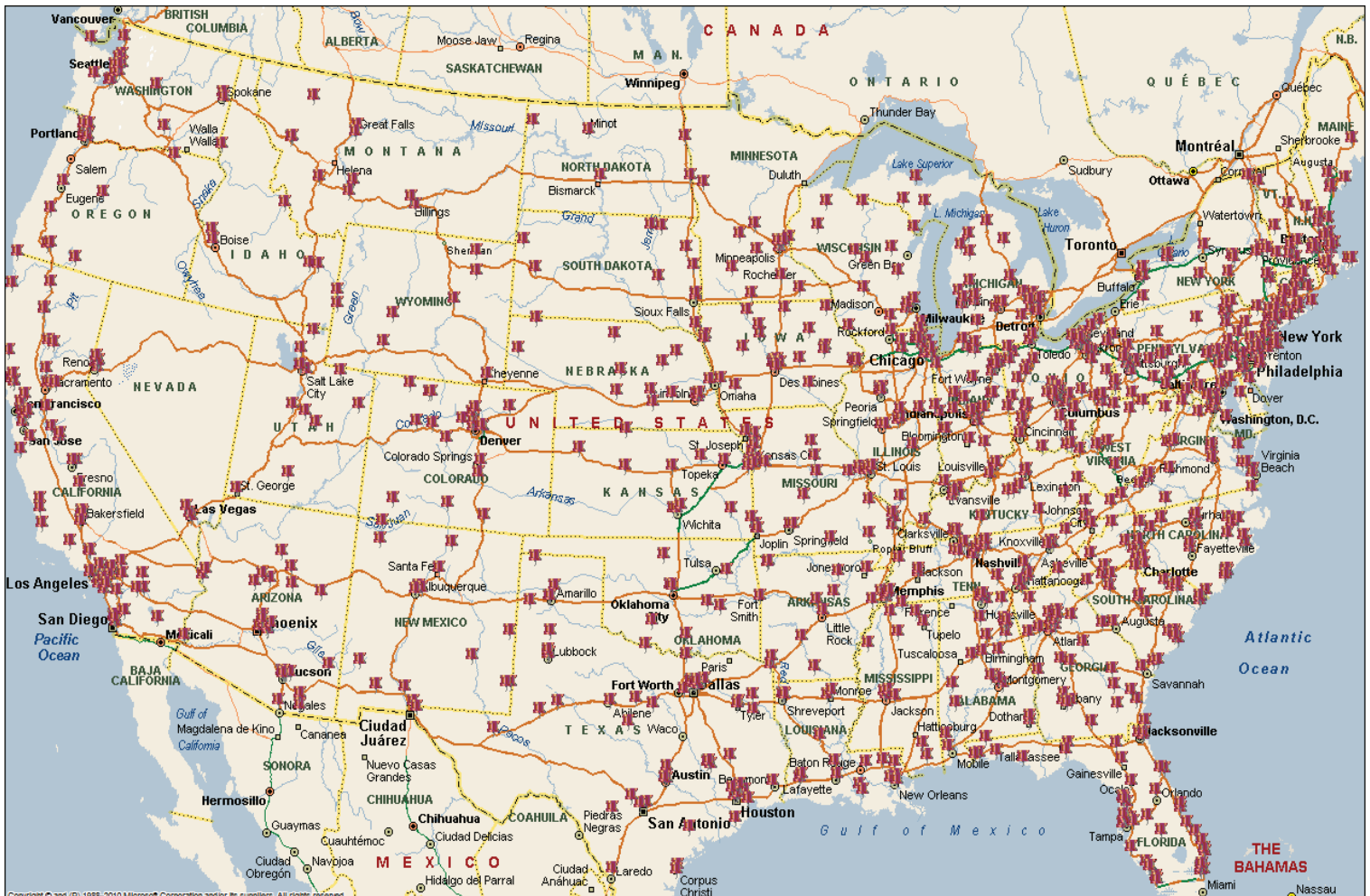
SupplyPro provides the highest level of client support to ensure satisfaction with our products and services. Customer support includes two centralized service centers and a field-based customer engineering team. One service center is located in Cincinnati, OH and one is located in San Diego, CA. These centers provide both reactive support through incoming calls and proactive support in the form of ongoing remote system monitoring and analysis.

A highly trained field engineering staff is located throughout the country to provide onsite system support when required.

Certification classes are available in our Cincinnati, OH service center.

SupplyPro also provides a national network of over 1000 Service technicians located throughout North America to insure timely on-site response to any service related issue at a customer location.

SupplyPro is committed to keeping systems operational and functioning to meet our clients' needs. The SupplyPro Service Centers provide live phone support during the hours of 3am to 8pm Eastern Standard Time, excluding weekends and holidays. After hours support is available for business critical emergencies through a voice mail paging system. Messages left in the service center after hours will automatically page a service center representative. This emergency support system is available 24 hours a day, 7 days a week. The SupplyPro Service Center will determine if a problem requires a dispatch to the customer site, however in many cases software issues can be diagnosed and fixed via remote access based on our Web-based model vs. requiring local IT site resources to be involved.





Standard Service Offering from SupplyPro includes:

▪ Software License-System, User Admin with no restrictions or seat-based licensing	▪ Call Center support with 2 National Service Centers
▪ Inventory Management software	▪ Inventory & Asset Control at the POU
▪ Automated Systems Polling	▪ 24/7 Network Communications Monitoring- AT&T Data Center
▪ Automated Ordering and/or Requisitions	▪ System and Application Software Updates
▪ 24/7 Web-based System Administration	▪ Software Maintenance
▪ 24/7 Web-based Reporting access for unlimited user access & report	▪ Automated Report Delivery by User defined schedules-unlimited
▪ Reporting – Transaction and Cost Center	▪ Device File Update Administration
▪ Systems Back-up and Restoration	▪ Disaster Recovery
▪ Hardware Warranty– One Year Parts and 90 day Labor (new systems)	▪ Fixed term pricing during the Service Term period

Optional Services Available from SupplyPro:

We recognize that some clients have individual needs that may require more advanced service options and we are pleased to add the following services to your solution. Fees available upon request.

- Extended Hardware Warranty
 - Available on new orders; parts only
- On-Site System Reconfiguration
- Data Exchange / Interface Support
 - Export – an outbound transmission of information from SupplyPort
 - Import – an inbound transmission of data from a Client’s System to SupplyPort
- Global Visibility & Enterprise Reporting
- Advanced SupplyPort Training
 - At SupplyPro training facilities
 - Remote via WebEx
- Installation Certification
- Service Certification

For additional details on the above options, please contact your local SupplyPro representative.