



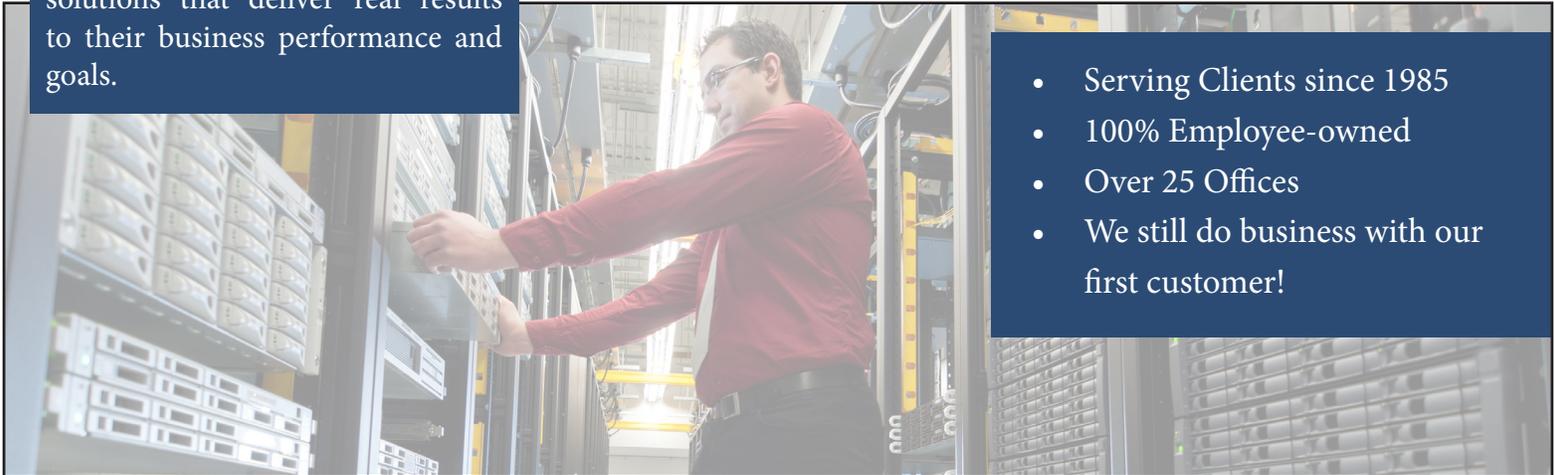
Welcome.

The AME Group has been assisting clients since 1985. We have been a trusted advisor to organizations in the education, healthcare, government, and business markets across the United States. The AME Group has remained at the forefront of our industry by partnering with our clients, understanding their business, and providing sensible solutions that deliver real results to their business performance and goals.

You need a knowledgeable partner to help you navigate the complicated technology landscape.

That is precisely what we do. We are

I.T. Simplified



- Serving Clients since 1985
- 100% Employee-owned
- Over 25 Offices
- We still do business with our first customer!

Lifecycle Management Program

- One low monthly payment
- Save an average of 18% - 27%
- One contact for procurement, deployment, support, and technology retirement
- Increase employee productivity via on-site support and remote manageability

Managed Services

- Coverage of all parts, labor, and travel for hardware and software
- Monitoring and maintenance of critical equipment
- Proactive and reactive support models
- Access to the knowledge of 100+ technical professionals

Consulting & Integration Services

- Lower operational costs through virtualization
- Improve productivity through collaborative services
- Employ cutting-edge technology with the latest software releases
- Evaluate strategies to capitalize on cloud-based computing

Reduce Costs

Optimize Funding

Manage Risks

The AME Way



OPERATIONAL SUPPORT CENTER

Common 'helpdesk' Concerns:

1. Scripted response by helpdesk personnel
2. Lack of knowledge and respect
3. Cannot bypass 'Tier 1' Support

The AME Reality

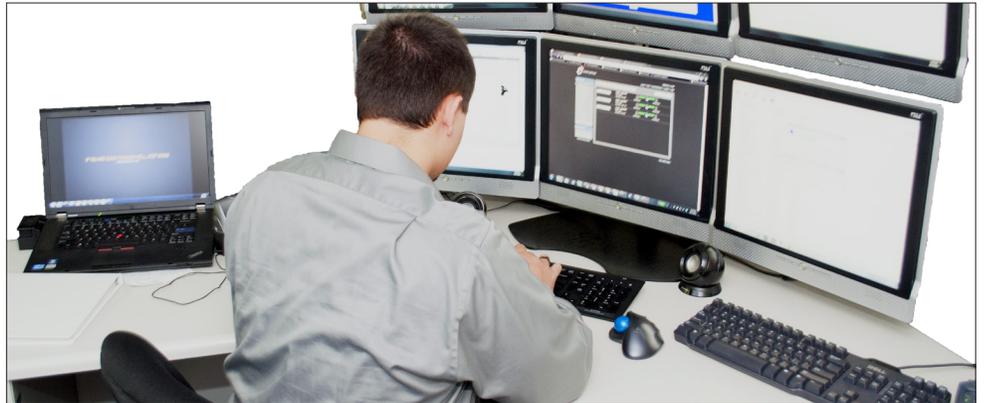
1. We believe in helping each individual resolve their issues completely without using superfluous, scripted responses
2. Our vast, cumulative knowledge and experience allows for a world-class ticket resolution rate.
3. We do not believe in uneducated support. You get a superior experience every time you call.

We do not believe this is effective.

Hours

7 am - 6 pm
EST

Monday - Friday



1.888.453.3161

<http://q360.theamegroup.com>

Expertise

- Network Administration
- Computer Networking
- Technology Management
- Multimedia Communications

Certifications

- CompTIA A +
- CompTIA Network +
- CompTIA Security +
- Security Administrator (FCNSA)
- Microsoft Certified Solutions Analyst (MCSA)

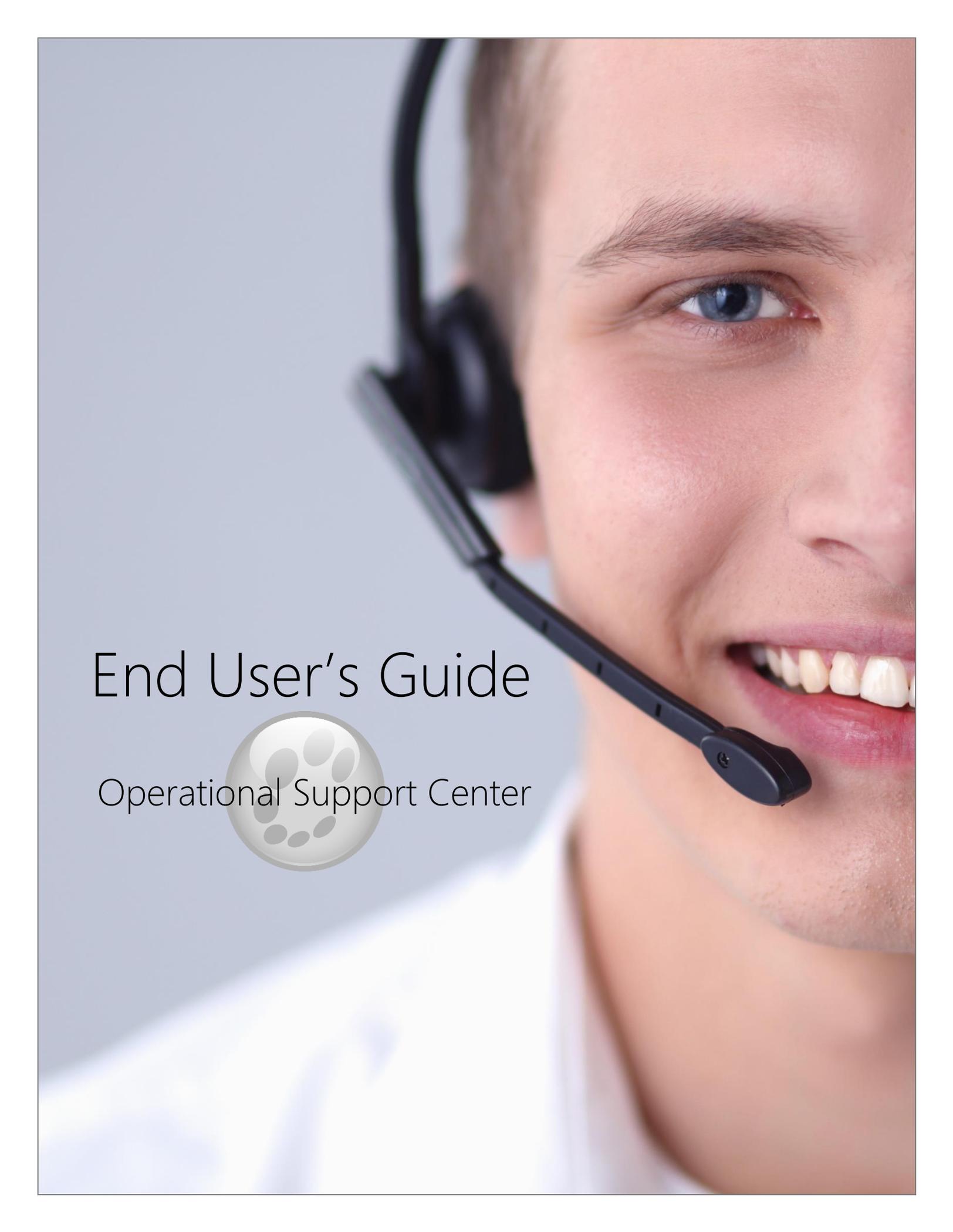
Your *Operational Support Center* is your first line of support with your FLEX I.T. The OSC strives to be the only necessity for your IT concerns, with a goal of 70% remote fix rate. Your satisfaction is our highest priority. In order to exceed your expectations, we leverage our unique features, such as:

- Superior service at the first level of support
- U.S.-based call center
- Vast knowledge and experience
- Personalized support
- No time wasted with arbitrary steps
- Average wait time of ~17 seconds

1.888.453.3161

<http://q360.theamegroup.com>





End User's Guide

Operational Support Center



We are pleased you have chosen The AME Group as your trusted I.T. partner and are very excited to support your organization! The following documentation contains information on the best methods to contact us for technical support.

For Technical Support

Please contact your Operational Support Center using the following methods in order of preference.

1. Customer Portal

You may log into The AME Group Customer Portal to submit a service request by clicking the following URL:

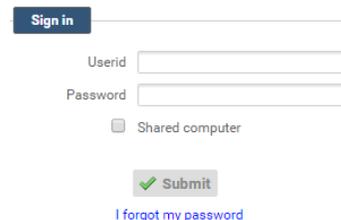
<http://q360.theamegroup.com>

Be sure to bookmark this site in your web browser!

Your organization's unique login credentials are:

Userid:
Password:

**Userid and Password are case sensitive*



The screenshot shows a login form with a blue 'Sign in' button at the top left. Below it are two input fields: 'Userid' and 'Password'. To the right of the 'Password' field is a checkbox labeled 'Shared computer'. At the bottom of the form is a green 'Submit' button with a checkmark icon. Below the 'Submit' button is a blue link that says 'I forgot my password'.

The AME Group Customer Portal Login

Users will have access to view open and closed service requests.

2. Call Toll-Free

You may reach a Remote Support Technician via phone.

(888) 453-3161

7am to 6pm EST Monday through Friday*

*Note: If an after-hours call is made, the user will be given an option to be transferred to our after-hours service for support

The technician will attempt to walk the user through the problem to get it resolved. If necessary the call can be escalated for further assistance. If this is the case, the contact information and technical issue will be passed along to the appropriate party.

3. Email

You may also submit service requests via email by sending a detailed message to:

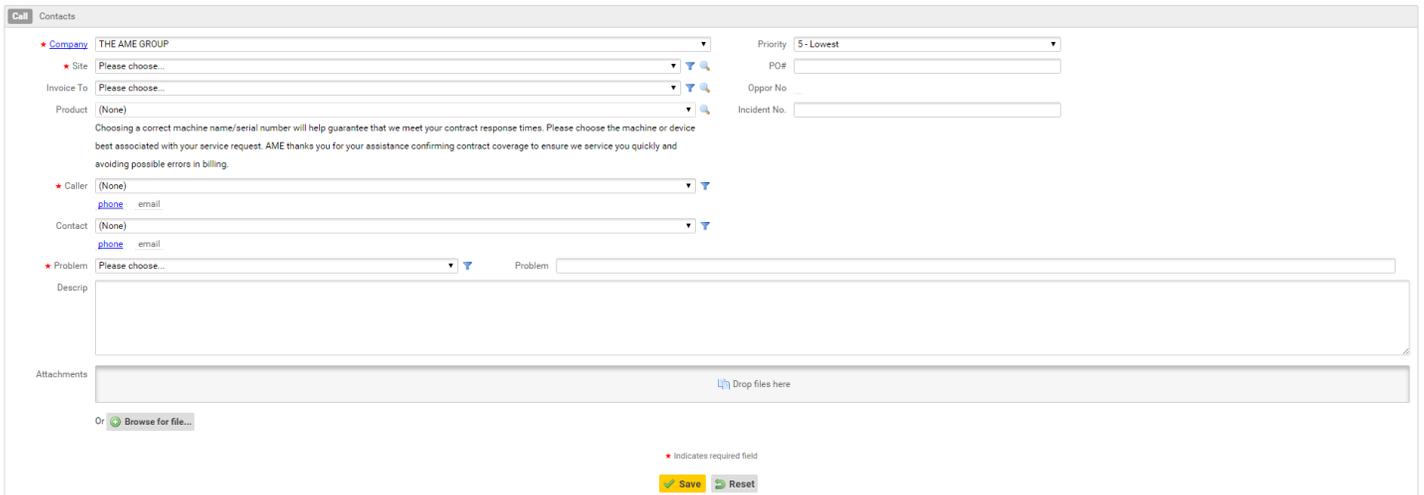
osc@theamegroup.com

End User Menu Screen

1. Entering a Ticket

To enter a ticket, complete as many fields as possible. An example of the form with descriptions is shown below.

New service call



The screenshot shows a web form titled "New service call" with the following fields and options:

- Company:** THE AME GROUP (dropdown)
- Site:** Please choose... (dropdown)
- Invoice To:** Please choose... (dropdown)
- Product:** (None) (dropdown)
- Caller:** (None) (dropdown) with links for phone and email.
- Contact:** (None) (dropdown) with links for phone and email.
- Problem:** Please choose... (dropdown) and a text field for "Problem".
- Priority:** 5 - Lowest (dropdown)
- PO#:** (text field)
- Oppor No:** (text field)
- Incident No.:** (text field)
- Descrip:** A large text area for describing the issue.
- Attachments:** A section with a "Drop files here" button and a "Browse for file..." button.
- Buttons:** "Save" (yellow) and "Reset" (green).

A red asterisk indicates required fields. A note below the form states: "Choosing a correct machine name/serial number will help guarantee that we meet your contract response times. Please choose the machine or device best associated with your service request. AME thanks you for your assistance confirming contract coverage to ensure we service you quickly and avoiding possible errors in billing."

Customer: The company for whom you work.

Site No.: If your company has multiple locations, pick the one this ticket is regarding.

Invoice To: You may specify which site receives the invoice if different than your own.

Product: If you know your hardware/software's details, you may find it in this list. You may also place this information in the Descrip field below.

Caller: Choose your name and contact info from the drop down, or add a new contact.

Contact: If the caller is a different person than who needs to be contacted, place alternate contact info here.

Problem Dropdown: A general overview of what your ticket is about. Choose the code from the list that fits best.

Problem Field: This is the field to the right of the Problem Dropdown. In this field you may write a very brief title representing your issue.

Descrip: Describe the issue with as much detail as possible. The more info here, the better we can assist you.

Priority: Priority is assessed once the problem code is selected and the ticket submitted. Urgent issues will be dealt with first according to the order submitted.

P.O. Number: For internal use

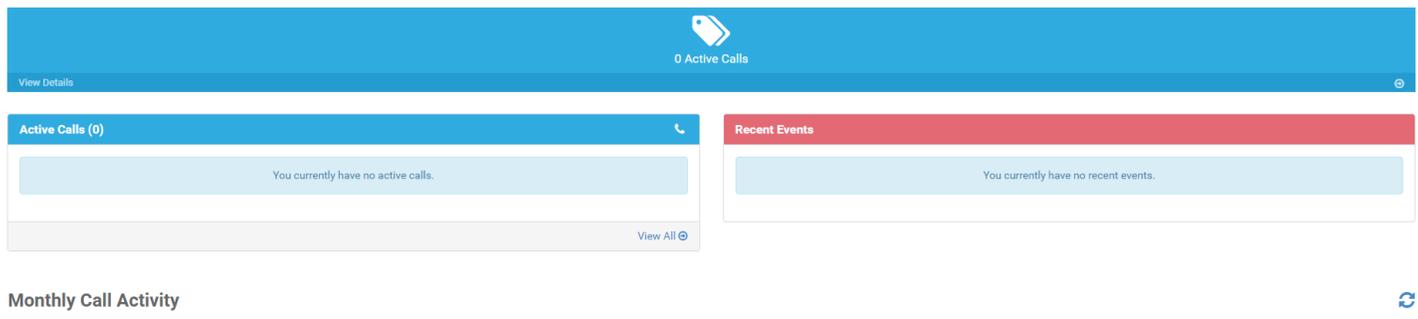
Incident No.: For internal use

2. Viewing Call History

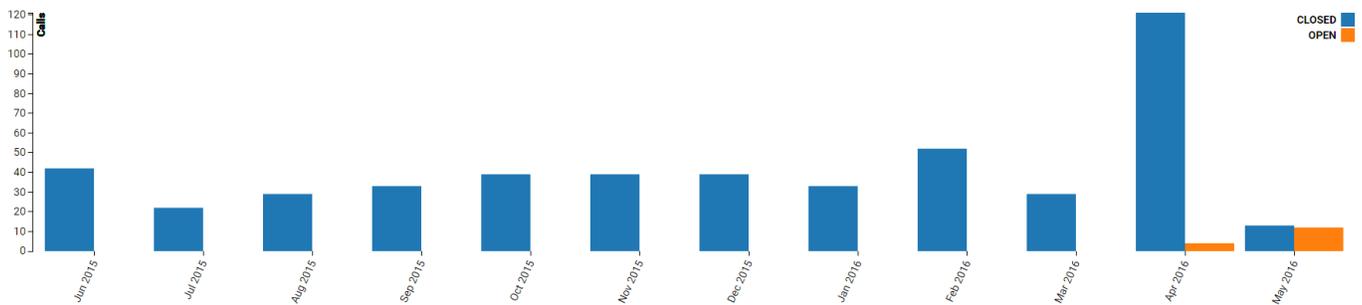
End users can look into their Service Request at any time to see the current status, group assigned, date/time, and remarks that have been entered after they input their request.

To access this menu, click "Service" at the top and then choose "Dashboard," "Active," or "Closed."

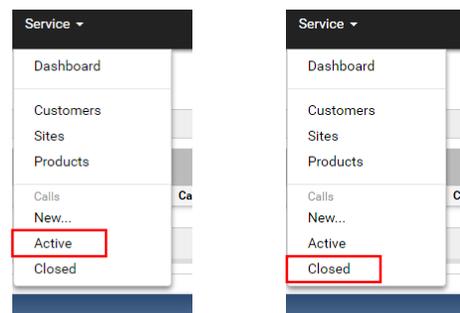
- **Dashboard** will show a graphical representation of your monthly call activity.



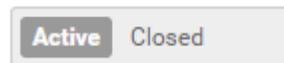
Monthly Call Activity



- **Active** will show all active calls, or open tickets.
- **Closed** will show all closed calls, or closed tickets



- **Calls for COMPANY:** Once you view Active or Closed calls, you may switch from one to the other with the selections in the upper left corner of the window.



- **Call Detail:** You may view details of a call by clicking the call number.



After-Hours Support Procedure

Customer support is available after regular business hours (8am – 5pm local time) by The AME Group on-call staff. Unless otherwise stated in a customer contract, any work after normal business hours will be billed at one and one-half times the standard support rate. Any work performed during recognized holidays will be billed at twice the standard support rate. The following procedure details the process for requesting after-hours support.

To Request Support After Standard Business Hours (After 5pm eastern time)

1. Call The AME Group primary contact phone number: 1.800.264.8851
Note: Managed Services customers with OSC support may continue to dial the OSC contact number: 1.888.453.3161. The after-hours message begins after 6pm eastern time.
2. Select Option 1 from the call menu.
3. The AME Group after-hours call center will answer your call. Please be prepared to provide the following information for the after-hours engineer:
 - a. Company name
 - b. Your name or name of contact to be called back by AME after-hours engineer
 - c. Phone number
 - d. County in which service is needed
 - e. Detail the problem you are experiencing and any other pertinent information
4. You will receive a call from an AME after-hours engineer within 30 minutes to make arrangements for remote or on-site support as needed.

Installs, Moves, and Changes

Each FLEX agreement may designate that a certain number of incidents of Installs, Moves, and Changes to end-user data, software applications, and equipment such as computers, printers, and other end-user peripherals are included in the contract. Each incident will receive a 5-day response time from a qualified AME representative. Each activity will be considered a single incident, a reasonable number of which may be included as part of the contract. Reasonable number will be determined by the Service Manager on a case-by-case basis. Large-scale moves or changes will be considered a special project and will not fall under the reasonable number inclusion.

A. Installs – AME will install, stage, or deploy new equipment, equipment options, software, or peripherals to end-user equipment per the terms of the agreement.

1. AME will charge the agreement one incident per unit to install a unit onto the network.
2. The client must notify AME whether the new unit will be replacing an old unit from the agreement prior to installation.
3. The new destination must have a wired data connection available for end-user equipment.
4. If the new unit is replacing an existing unit:
 - a) And the unit is a like-for-like swap, an addendum will be created for the swap but no additional costs will be incurred to the agreement.
 - b) And the unit is not a like-for-like swap, a price will be determined for the replacement unit, an addendum will be created for the support of the replacement unit, and pricing will be accepted by the customer before the replacement unit can be added to the agreement; otherwise any further activity on the replacement unit will be considered T&M billable until the addendum pricing for the replacement unit has been accepted by the customer.
5. If the new unit is not replacing an existing unit:
 - a) A price will be determined for the new unit.
 - b) An addendum will be created for the support of the new unit.
 - c) The pricing will be accepted by the customer before the new unit can be added to the agreement; otherwise any further activity on the new unit will be considered T&M billable until the addendum pricing for the new unit has been accepted by the customer.
6. A new equipment installation will require an available destination for the unit at the time (within 5 days of the request) the unit is staged or the request will be closed and be counted as a single incident. When a destination becomes available, a second incident will be recognized.
7. Only pre-approved software or software listed under the agreement will be installed onto the end-user equipment. AME reserves the right to charge additional monies for installations of software that has not been pre-approved or is not listed under the agreement.
8. Each software upgrade to end-user equipment will be considered a unique incident and will abide by the rules for coverage outlined in the agreement.

B. Moves – AME will move end-user equipment from one location to another or will migrate end-user data from one computer to another per the terms of the agreement.

1. This will include moving equipment within a covered facility or from one covered facility to another covered facility.
 - a) The new destination must have a wired data connection available for end-user equipment.
 - b) AME will not be responsible for transporting equipment from one facility to another.
 - c) Moving end-user equipment from a covered facility to a non-covered facility will be considered a T&M billable call.
2. This will include migrating or moving end-user data or end-user profiles from one computer location to another.

- C. Changes** – AME will make changes to end-user equipment, make changes to end-user policies/profiles, prepare end-user equipment for a new employee, or modify existing software applications on end-user equipment per the terms of the agreement.
1. Changing the end-user equipment, the end-user policies/profiles, or the end-user software will be considered a change.
 2. Only pre-approved software or software listed under the agreement will be changed on the end-user equipment. AME reserves the right to charge additional monies for changes of software that has not been pre-approved or is not listed under the agreement.
 3. Software upgrades to end-user equipment will be considered an incident and abide by the agreement rules for coverage.
- **Note 1 – Creating the end-user's authentication credentials (username and password) on the network so the end-user can gain general access to the network is considered to be an administrative task, is included in the agreement, and does not qualify as an incident.**
 - **Note 2 – Updates for covered software are considered part of the agreement.**
 - **Note 4 – Installs, Moves, and Changes applies only to end-user equipment and does not apply to network or server equipment.**
 - **Note 5 – Installing a new computer onto the network will be considered one incident. Installing a new computer onto the network and the initial setup of end-user with applications will be considered two incidents. Installing a new computer onto the network, the initial setup of end-user with applications, and migrating the end-user data or profile to the new computer will be considered three incidents.**
 - **Note 6 – A separate incident will not be charged for end-user peripherals if completed during the initial end-user setup.**
 - **Note 7 – The following are typical examples of a single instance of an Install, Move, Change:**
 - **Staging computer hardware**
 - **Initial setup of end-user**
 - **End-user data migration**
 - **Staging locally attached peripherals (printers, scanners, etc...)**
 - **End-user software setup**
 - **Workstation removal**
 - **Hard drive data scrubbing**
 - **Staging end-user phone equipment**
 - **Setup of phone extensions**