SOFTWARE SERVICES AGREEMENT

PROGRAM PROFILE

The Software Services Agreement is Perkin-Elmer's most comprehensive software support program. When covered by the Software Services Agreement, you are assured of optimum system performance and effective and readily available assistance for problem identification and resolution during the yearly period of coverage.

WHO NEEDS THE SOFTWARE SERVICES AGREEMENT

The Software Services Agreement is for Perkin-Elmer software users who typically require priority support when problems relating to current Perkin-Elmer software products have been encountered. In addition to current product releases, analyst assistance is provided under the Agreement to supplement the user's technical expertise. This assistance is of particular benefit to new users of Perkin-Elmer products and to users who are in the project development phase. This service is also of value to software users requiring maximum up-time and priority response to software-related questions. Your local Perkin-Elmer representative can review the Agreement prerequisites with you and help you to place your order.

BENEFITS

- REMOTE SUPPORT
  Experienced Perkin-Elmer analysts will provide support and services via a Perkin-Elmer supplied Remote Diagnostic Unit (RDU). The RDU allows the system user to transfer control of the console device to any of Perkin-Elmer's support locations. Analysts at the support location can review system or operator errors and in many cases provide immediate resolution. The user requesting support is provided with complete system security by means of a key-operated switch. The user can allow the analyst to monitor only or monitor and control the console device. The user can disable the RDU by placing the switch in the "off" position.

- ON-SITE SUPPORT
  When problems cannot be solved remotely, a Perkin-Elmer analyst can be dispatched to provide support at the user's location. Because of Perkin-Elmer's large complement of local representatives, there are often no additional charges for travel. When charges are required, they are identified at the beginning of the yearly period of coverage.

- AUTOMATIC DISTRIBUTION OF SOFTWARE
  Maintenance releases and revisions of software products will be delivered on magnetic tape as part of the Agreement's standard coverage. Revised documentation will also be provided when appropriate.

- FIXED MONTHLY CHARGE
  The coverage of a Software Services Agreement is provided through a fixed monthly charge based upon the current Perkin-Elmer software products covered. There are no last minute "extras".

FEATURES

- ANALYST SUPPORT — Users are provided with telephone and on-site preventive and remedial support by highly-skilled analysts.

- PRIORITY RESPONSES —
The Remote Diagnostic Unit allows a Perkin-Elmer analyst to respond to your requests without the delay of travel time. Priority analyst assistance, product release delivery and SCR processing are also provided.

- REVISIONS —
A revision to a software product contains enhancements, including functional changes, judged by Perkin-Elmer to be advantageous to its users. Revision packages include the associated revised documentation.

- MAINTENANCE RELEASES —
Maintenance Releases incorporate all validated problem resolutions since the most recent release of a software product. Maintenance Releases also include revised documentation typically in "change page" form.

- SOFTWARE SUBSCRIPTION SERVICE —
This monthly publication includes information on the latest developments in Perkin-Elmer's current software products and also provides information on new software products and services.

- SOFTWARE CHANGE REQUEST SERVICE —
This service provides a means of reporting problems encountered with Perkin-Elmer software products. Reported problems are verified and acknowledged along with being forwarded to Perkin-Elmer's central maintenance facility for correction.

- SOFTWARE CONTROL LOG —
Agreement holders are provided with a log for the covered system and a duplicate is maintained by the local Perkin-Elmer Software Services group. The log is used as an aid to timely responses and includes the vital information required for successful system support.

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