

Nexvision realizes that not all companies are able to devote extensive internal resources to the maintenance and upkeep of their web-based solutions. For this reason, Nexvision has developed a range of service and support plans that affordably meet your need to maintain an effective, current online presence - while allowing your internal staff to focus on their core roles and responsibilities.

Through **Nexvision Service and Support Agreements (SSA)**, you can allocate hours to analysis, maintenance and ongoing solution support on an annual basis according to your unique needs. Periodic evaluation, upgrades and improvements to client solutions are included, as are full email, telephone and on-site support services, all at an affordable hourly rate.

cost effective service & support

benefits?

- Deal directly with a dedicated Nexvision project manager** to ensure that all desired changes and improvements to your site are handled rapidly and effectively.
- Control your web-based technology spending** by allocating set hours to the maintenance and upgrade of your web-based solution on an annual basis.
- Maintain an effective online presence** by ensuring that updates, upgrades and improvements to your site are made consistently and always on-time.
- Gain access to the best in solution support** through Nexvision technology professionals - available to meet your needs 24 hours a day, 7 days a week - without fail.

FEATURE	DESCRIPTION	BENEFIT
Rapid changes	See changes to your site happen more quickly, through dealing directly with a dedicated Nexvision project manager.	<ul style="list-style-type: none"> o Maintain fully updated content and design o Lower production time and costs
Full solution support	Outsource your web site maintenance and upgrades through telephone, email and on-site solution support from Nexvision.	<ul style="list-style-type: none"> o Rely on exceptional solution support o Effectively maintain your solution
Reduced cost	Invest in a reduced hourly rate for all updates, improvements and support of your solution.	<ul style="list-style-type: none"> o Plan your web-based expenditures o Reduce your overall web costs
Flexible plans	Work with Nexvision to customize a plan to meet the annual support needs of your business.	<ul style="list-style-type: none"> o Use only the hours you need o Control your web spending

POTENTIAL ANNUAL SAVINGS	NO SSA	LEVEL 1 SSA	LEVEL 2 SSA	LEVEL 3 SSA
Annual service/support hours	N/A	10 - 24 hours	25 - 49 hours	50 hours +
Hourly service/support rate	\$130.00	\$125.00	\$120.00	\$115.00
Quote process required	Yes	No	No	No
Average project turnaround time*	4-6 bus. days	2-3 bus. days	2-3 bus. days	2-3 bus. days
TOTAL ANNUAL SAVINGS (max. hours)	N/A	\$120.00	\$490.00	\$800.00

* Estimated turnaround time for an average, four-hour project.

To discuss your online initiatives or eBusiness strategy needs, or to inquire about Nexvision Inc.'s scalable solutions, products or services, please contact us at **info@nexvision.com**, or call us at 416.499.5040 x300.

www.nexvision.com
Full Solutions. One Source.