

TIS

Customer Services

Custom Tailored Services
For Your Business



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Our services for business customers

Mobility Solutions

The TIS services for business customers provide thorough, comprehensive know-how in the development and application of mobility solutions.

We assist you with the integration of mobility solutions into your business.
We make sure that your investment is worthwhile from the beginning.

Our comprehensive service concepts will help you to lead your projects to success in the field of mobile order management.

TIS - Services for business customers, that means:

- *Expertise in „Mobile Communications Solutions“ for over 25 years*
- *Extensive knowledge with many successful projects*
- *Access to state of the art „Mobility“ technologies*
- *Management of the full life cycle of „telematics projects“*
- *Investment protection through the TIS system commitment*
- *Design and installation of services*
- *Our own comprehensively organized central repair service*
- *“Service levels“ tailored to your needs*
- *Qualified customer support*
- *Professional disposal of old devices*

The typical telematics project cycle

Project Cycle

PHASE 1: Comprehensive Needs Assessment

By precisely coordinated analysis methods we can provide optimal diagnostic quality fast and comprehensively. The close interdisciplinary cooperation between industry specialists, computer and telecommunications professionals allows for a comprehensive view.

We support you with:

- Consulting and concept design suited to YOUR business
- Determination of the conditions for hardware and software
- Practical proposals for timely introduction of the system
- Comprehensive assistance, for example including project documentation

PHASE 2: Tight Project Organization

Through professional organization and the use of modern technology usually only a few weeks lie between project start and completion. Our experienced team ensures a smooth process, without sacrificing any of your special requests. Talk to us, at best immediately, if you need mobile communication solutions, so we can focus directly on your tasks.

We support you with:

- Project organization
- Pilot operation
- Training of project leaders
- Implementing & launch

PHASE 3: Support In Daily Business

The successful project launch is followed by stabilization in daily business. Our customer service staff are at your side and help you to resolve all issues promptly and comprehensively.

Our hardware service ensures high availability of your equipment. Our customer service will provide you with information about new and further developments frequently. Together with you we will then determine whether features of new software releases can have a positive impact on your processes. This way the service team in consultation with you always ensures that your software is up-to-date at any time. This gives you the freedom to focus on your customers /your core business.



YOUR TELEMATICS PROJECT

For all five stages of your project cycle,
you can rely on proven services from TIS.

PHASE 5: New approaches and new opportunities

The solution in use at some point needs to be renewed, devices must be disposed of. A migration from old to new needs to be planned. Thus the project control cycle starts all over again and we work together to find new solutions!

PHASE 4: Adjustments

How you benefit from TIS as a partner:

- TIS provides predictable prices through framework agreements even for future investments
- Support from our porting service for safe replacement of hardware generations

Once the basic solutions are in place, additional value adding functions follow, that improve comfort, workflow or functionality. Much of it perhaps already exists at TIS, other functions must be matched individually.

We offer:

- Organization of repairs with the device manufacturer
- Software service by specialists who speak your language
- Software tweaking, regular training
- Fast failure analysis with our own analysis tools

TIS HOTLINE*

Weekdays

from 7 a.m. - 5 p.m. CET

(If required, also 24/7 - Standby)

** Our REGULAR hotline hours are from 7 a.m - 5 p.m. without breaks at German business days (Mon-Fri). If these times do not fit your business, we recommend to book the 24/7 Standby Service. Or arrange individual services with TIS.*

Just as our software is customized to customer's processes, also the TIS services can be arranged individually.

Service components in overview

Software Service

In Phase 3, the daily business, need-based services become important. For this we offer you field-proven and tested service components that we put together individually for you.

For the increasingly complex systems today, service is an essential, not to be underestimated task. Basis for a smooth daily business is the software service. We offer that in various stages - depending on your individual needs.

In addition to an efficient software service, a faster and more powerful hardware service may well determine the weal and woe of mobile projects.

Therefore, it is the declared goal of TIS GmbH to offer comprehensive services for all equipment and hardware components we supply.

Software Service



The TIS software service includes care of and support for the PSV3® Server Software and the PSV3® Device Software. Services you have access to:

- Telephone Hotline* 7 a.m. - 5 p.m. CET, Monday - Friday on German business days
- Troubleshooting in the absence of a status, signatures, missing orders (for example, because the host system has provided incomplete/ incorrect data), communication problems within the network
- Free software updates for TIS Software
 - *for troubleshooting*
 - *function optimization of the purchased modules*
- free server configuration changes and server updates in case of
 - *subsequent changes of workflows*
 - *subsequent changes in statuses*
- Automatic system monitoring through our Observer service tool

* Our REGULAR hotline hours are from 7 a.m - 5 p.m. without breaks at German business days (Mon-Fri).
If these times do not fit your business, we recommend to book the 24/7 Standby Service.
Or arrange individual services with TIS.

Just as our software is customized to customer's processes, also the TIS services can be arranged individually.

Hardware Service

- Automatic, event-driven e-mail notification to the customer
- TIS system commitment to the further development of purchased software products
- Quick response to error messages
- Service readiness for extraordinary incidents with 50% discount
- Flat fee for reinstalling the PSV3® software on new hardware (servers and/ or MDT's) instead of purchasing new software

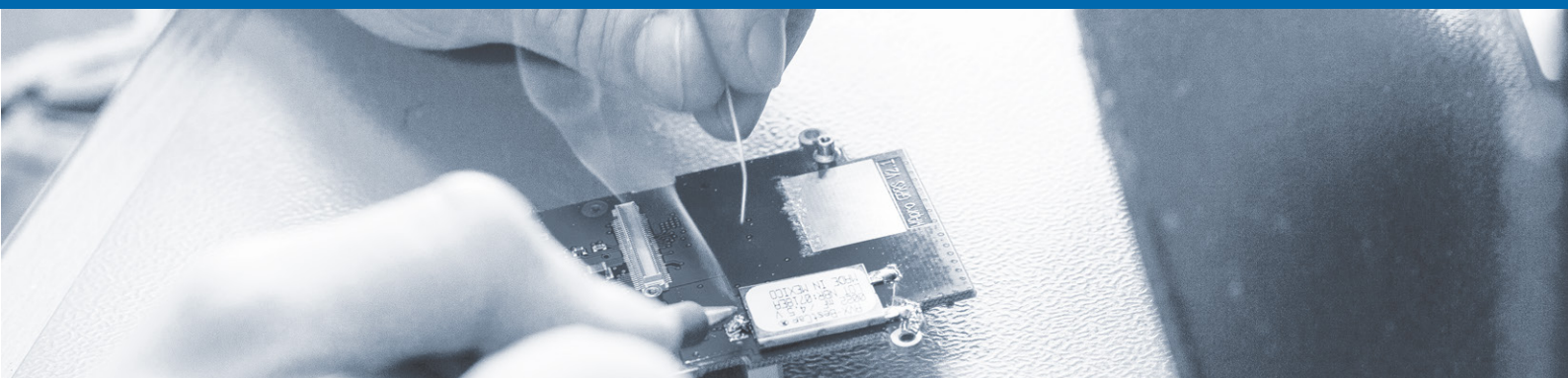
Additional Software Service Option Early Standby

This service extension includes a competent representative available on the phone on weekdays, Monday - Friday from 5 a.m. - 7 p.m. CET. Thus especially during this critical timeframe quick help is possible in groupage freight business.

Additional Software Service Option 24/7-Standby

This service extension includes a competent representative available on the phone outside of regular hotline hours*, around the clock and even on weekends and holidays, this guarantees for rapid response in case of disturbances at any time. The actual operating times will be billed to the used extend at discounted hourly rates.

Hardware Service - Comprehensive Service



With the Comprehensive Service you protect yourself against the financial risk of repair costs. TIS offers a fully comprehensive coverage for the mobile computers. In this case not only the damage warranty, but basically all costs for any damages (except for total damage and loss) during the "normal" rugged everyday use of the equipment are covered. The exact features are stated in the manufacturer contracts, which we will be happy to provide.

The Comprehensive Service is performed directly by the device manufacturers. However, it does not include the handling costs and the cost of the repair processing and new installation of the software. These tasks are carried out by TIS for you, if you have ordered one of the following two additional options.

Service components in overview

Hardware Service

Additional Hardware Service Option A: Premium Hardware Service

This service extension includes TIS taking care of the entire process of repairing industrial MDT's with the device manufacturer for the customer.

Our services in detail:

- Telephone hotline service for hardware
- Service Portal Observer (web portal with device information and repair registration)
- Service processing with the equipment manufacturer:
 - *Check of the equipment returned for repair*
 - *Identifying and specifying of hardware defects ...*
 - *... or finding and fixing of software problems (software service)*
 - *... or finding and explanation of handling problems*
 - *Return shipment to the customer in case of software or handling problems (including explanatory notes) or shipment of defective equipment to the manufacturer's service*
 - *Clarification of hardware issues with the manufacturer in case of repair*
 - *Re-installation of the TIS software and device-specific configuration on the repaired device*
 - *Shipping of the repaired device to the customer*
- The service fee includes the cost of transport from TIS to the original equipment manufacturer and back, as well as the shipping costs to the customer

Additional Hardware Service Option B: Premium Hardware Service with Customer Owned Exchange Equipment Pool

With this service extension the Premium Hardware Service is completed by the management of a client device pool to an "all-round carefree package".

TIS holds a pool of swap devices ready from which the customer may request replacements at any time. The units in the pool are property of the customer. The customer decides how many devices he wants to feed into the pool.



Defect customer devices are processed immediately after arrival at the TIS hardware service and - if necessary - sent on to the manufacturer's service. Devices repaired and sent back by the manufacturer are supplied to the pool again.

Our services in detail:

- Telephone hotline service for hardware
- Service Portal Observer (web portal with device information and repair registration)
- Service processing with the equipment manufacturer:
 - *Shipping of a replacement device from the pool directly after repair registration (pre-trade)*
 - *Check of equipment returned for repair*
 - *Identifying and specifying of hardware defects*
 - ...
 - *... or finding and fixing of software problems (software service)*
 - *... or finding and explanation of handling problems*
 - *Return shipment to the customer in case of software or handling problems (including explanatory notes) or shipment of defective equipment to the manufacturer's service*
 - *Clarification of hardware issues with the manufacturer in case of repair*
- Re-installation of the TIS software and device-specific configuration on the repaired device
- The repaired unit will be fed into the pool
- The service fee includes the cost of transport from TIS to the original equipment manufacturer and back, as well as the shipping costs to the customer

Cost differentiation by service

In daily business, from time to time there are questions occurring, such as: How to handle a damage or address a software problem. For your better orientation we have gathered an overview of the most common service cases in the following two tables.

Cost differentiation in repairs

Required repairs, adjustments, settings, and reinstatement of products which show malfunctions during use under normal environmental conditions defined by TIS or the manufacturer, as well as optional product updates within the warranty period
Repair of manufacturing-related defects at TIS or the device manufacturer within the warranty period
Repair lead time of 10 working days (typical, not including shipping times)
Shipping of the repaired unit to the manufacturer and clarification of hardware issues
Software installation + operation-ready configuration
Removal of normal impurities
Use of the Service Portal Observer by the customer (up-to-date device overview)
Convenient repair registration via Observer
Initial inspection of the incoming device, specification of the defect (hardware, software, operator error)
Fee for inspection and handling
Shipping to the manufacturer and /or customer
SIM card management: installation /configuration of customer GSM SIM cards
Set up and maintenance of an exchange device pool at TIS for customer-owned devices with a Comprehensive Service Agreement (Additional Option B)
Handling processing directly with the customer's business locations (Additional Option B)
Advance replacement device from the customer-owned device pool (Additional Option B)
Wear of the product
Damage, consequential damage due to excessive pollution, liquid ingress, and other contaminants
All accidental damages
Incomplete, dismembered products, destroyed external cables, separated, pierced or torn keys or keypads
Products with no, or not readable serial number, use of unauthorized cleaning agents
Damaged, scratched or deformed displays, housing, plastic internal /external
Damaged or deformed trigger (trigger button)
Destroyed seals, gaskets or other flexible parts
Damage to the touch screen display by use of foreign, non-shared styluses or the like
Submission of equipment for repair, in which no error/ defect was found
Replacement of inefficient or defective batteries, backup-batteries, inked ribbons and other expendable parts
Total loss (housing, display, motherboard simultaneously defective)
Opening, or attempted opening, as well as maintenance or repair or modification of the product by unauthorized persons
Repair of problems that are caused by the deliberate or improper use of the device outside of the environmental conditions

Cost Differentiation

	Covered by			
	Warranty	Premium Hardware Service	Comprehensive Service	Available for a fee
use within the operating and the agreed warranty period.	●			
	●			
	●			
		●		●
		●		●
		●		●
		●		
		●		
		●		●
		waived		●
		●		●
		●		●
comprehensive service contract		●		
		●		
		●		
			●	●
			●	●
			●	●
S			●	●
			●	●
			●	●
			●	●
			●	●
			●	●
			●	●
parts or parts subject to wear				●
				●
authorized persons				●
technical specifications of the product				●

Cost differentiation by service

Cost differentiation in software problems

Warranty: Troubleshooting for the software (in the context of release planning) within the agreed warranty

Extended warranty: Troubleshooting for the software (in the context of release planning) outside the agreed warranty

Hotline Service:* Phone Hotline + phone support Mon - Fri 7 a.m. 5 p.m. CET at German business days

Regular service availability Regular service availability Mon - Fri 5 a.m. 5 p.m. CET at German business days

Regular service availability Daily outside of the hotline service time (**additional Option 24/7-Standby**)

Remote Support: For configuration changes and bug fixes software maintenance and care is performed remotely

Automatic server monitoring by the TIS Observer service tool

Software updates for purchased products: For example, adjustments to new communication devices, protocols

Short-term response to error messages: After reception of an error message, the reception is confirmed and the error is investigated

Response to serious errors/ malfunctions: Not later than the fourth working day after error message on-site or by then the error could not be clearly identified or reproduced, and the readiness to continue the business is guaranteed

System commitment: TIS is committed to carry out improvements and adjustments, after the appropriate approval

Individual customization: Configurations, barcode tables, status tables

Automatic, event-driven support activation by email: The communication server activates the TIS support on the mobile devices. For example, with memory problems or heap memory device reboots

Analysis of software handling: By using device trace files when problems occur the user behavior is analyzed. If the device is not regularly inserted into the cradle, delivery statuses are not authorized and made by customer service at the end of the tour ends.

Active further developments:

Ideas from conversations with customers in the form of suggestions for improvement are included in the development process

Software support for third party programs: Hotline, configuration, error message forwarding for third party programs

Costs for case-based assignment of service availability and support assistance outside regular working hours

Cost of additional expense at TIS, if the customer does not accept remote support, or costs arise by deviation from the standard

*Cost for **fault analysis** and troubleshooting on site*, when the cause is not the responsibility of TIS. For example, for the assignment of rights, port assignment, wireless security settings) or faulty host connection or faulty network connection due to wrong GSM rate or missing /wrong SIM PIN information

Server Software reinstallation or MDT software reinstallation on a new MDT) for an administration fee instead of a new license

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Cost Differentiation

	Covered by		
	Warranty	Software Service	Available for a fee
...y period (1 year).	●		
...ed warranty period.		●	●
		●	●
...ys (additional Option early standby)		●	
		●	
...motely		●	●
		●	
...ocol adjustments, bug fixes.		●	●
...nd troubleshooting is started immediately.		●	
...te troubleshooting may take place by agreement, if ... is affected.		●	
...order.		●	
		●	●
...staff in case of critical events on the server AND		●	
...ed and operating errors demonstrated. Examples: ...rs, but collected by the driver directly when the		●	●
		●	
...atest software development.		●	
...manufacturer programs that were purchased at TIS.		●	●
...rs (at reduced rates for Service customers)			●
...tion from the "Guidelines for Remote Support".			●
...r example, faulty network configuration (assign- ...figuration of the GSM service provider or restric-			●
...d of purchasing new software + reinstallation		●	

Who to contact in case of problems?

Service address for repairs

TIS takes care of repair and subsequent return shipment to the customer within the contractually specified time.

All units are to be sent directly to the "Technical Service" at the following address for repair:

TIS Technische Informationssysteme GmbH
– Hardware Service –
Müller-Armack-Str. 8
46397 Bocholt
Germany

Your contact at customer service

For quick help or if you want to leave a problem message, our customer hotline is available under the following contact options:

E-mail: software.support@psv3.com
hardware.support@psv3.com

Phone: +49 2871-2722-90

Fax: +49 2871-2722-99

If you have general questions about

- our service portfolio
- offered services
- assistance in the development of individual service concepts
- the customer service

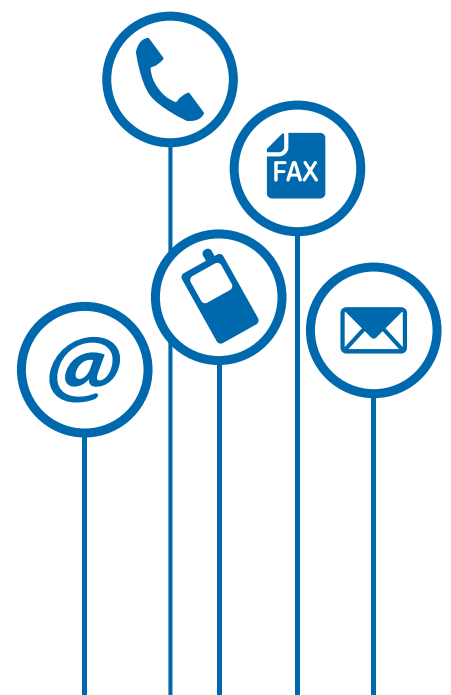
Guido Elsinghorst

Head of Customer Services

g.elsinghorst@tis-gmbh.de

Phone: +49 2871-2722-90

Fax: +49 2871-2722-99



Your notes

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Do you have questions about our services?
We will be happy to assist you!



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