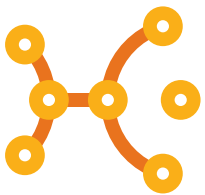


# SUPPORT



**HUMAN CIRCUIT**  
CONNECT AND CONQUER

Human Circuit is a technology driven, media integration firm with engineering at its core. We approach things differently because we believe that smarter systems are smarter investments. We start with analysis from a business and enterprise perspective to find out what you need, we design your solution and layout the plan for implementation but we don't stop there. As an organization,

### Support is About Protecting Your System

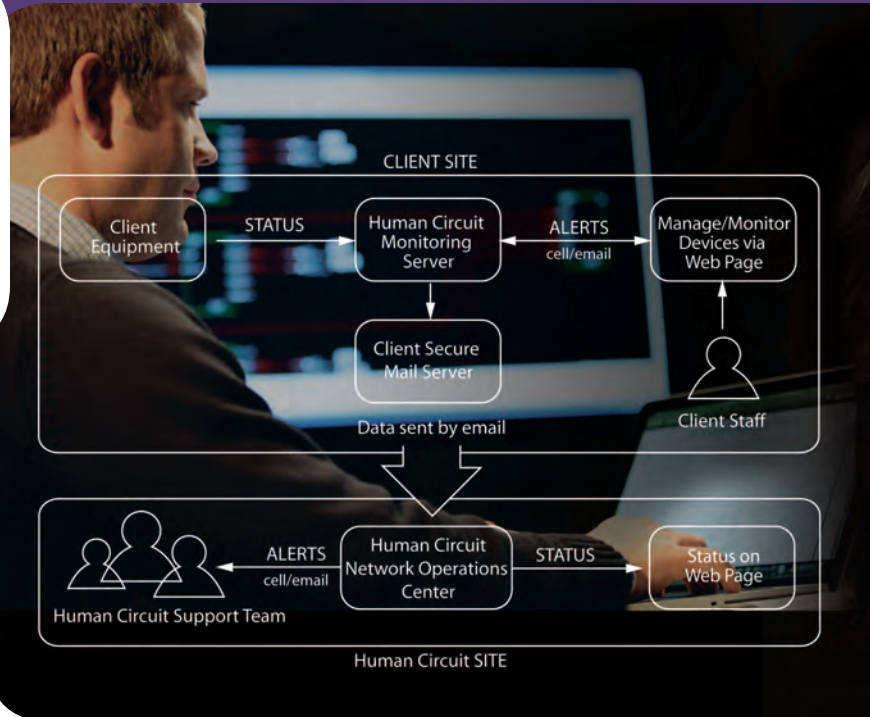
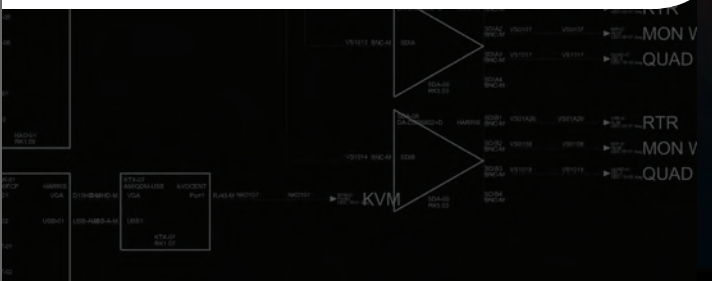
To save valuable time and to conserve resources if a failure occurs, our skilled engineers will work to develop an understanding of your requirements and to build a tailored support package to meet them. We offer comprehensive and versatile protection programs from standard repairs and preventative maintenance contracts to state-of-the-art remote monitoring and diagnostics.

mail server, ensuring that data transfer can be monitored or audited by the client if necessary. If the client does not have an internal email server, Human Circuit's local monitoring server can be configured to act as such. No inbound access to your network is required for our monitoring process to operate.

### Remote Support Using VPN Access

Our Support Staff is equipped with tools that allow us to provide support at any time from anywhere. VPN connectivity allows our

“Smarter Systems Are Smarter Investments” – Bruce Kaufmann, CEO



we understand that operational support is essential and must be as sophisticated and dynamic as the solutions we develop. That's why we offer customizable support programs designed to ensure the long term health of your integrated system and your investment.

### Network Operations Center (NOC)

The NOC enables our engineers to monitor enterprise video systems from our headquarters in Gaithersburg, Maryland. Our remote monitoring configuration includes software installed on a Human Circuit supplied server at the client's site(s). The system adheres to strict network security protocols and is accessible via a web interface with privileges bound to the client's own directory system. Alerts and data are sent to the Human Circuit NOC via email using the client's own secure

engineers to perform remote troubleshooting, determine the cause of a problem, and begin the resolution process. We can remotely rebuild a server, verify that fail-over mechanisms have responded properly and transfer operations to a redundant system if necessary. We will take all the steps needed to keep your workflow operational until the defective equipment is repaired or replaced.

### Web-based Ticketing System

Our Support Portal includes an advanced ticketing system that provides:

- > Easy support ticket initiation 24/7
- > Notification of support team response
- > Progress and status updates
- > Searchable database of all interaction and event logs
- > A platform to exchange files - log files, screen captures, updaters/patches, PDFs
- > Immediate cell phone alerts to Human Circuit - support staff \*

Any new ticket, status change, data entry, or file upload will automatically send an email notification to all Human Circuit support staff

drop box; these files can then be downloaded by other users with a single click.

A simple, easy-to-use interface provides access to all the essential data with just a few clicks.

*\*Support agreements with a 24/7/365/1 hr. response time option are necessary for this service.*

### Field Engineering Support

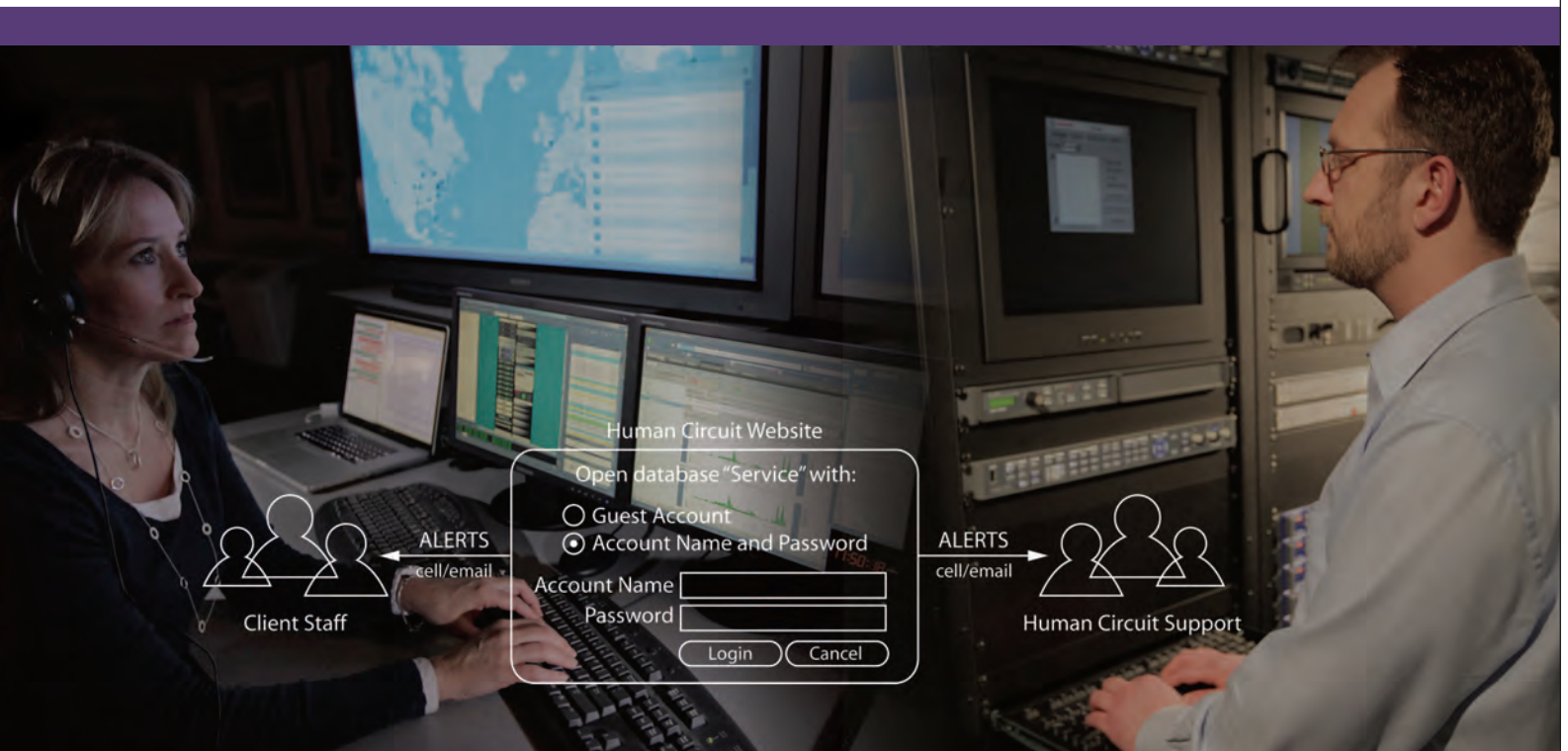
Our highly skilled Field Engineering Team is dispatched from the Human Circuit Support Center and can troubleshoot systematic issues, isolate defective equipment, and perform repairs in the field. They collaborate

### Preventative Maintenance

Reducing the possibility of equipment failure and production downtime is integral to insuring system reliability and sustaining day-to-day business objectives. Our preventative maintenance option includes regularly scheduled visits to the client's site to evaluate equipment and perform preventive measures that will maintain optimal operation.

### Warranty Support

Human Circuit will facilitate manufacturer's warranties, advanced replacements and loaner programs for all covered equipment.

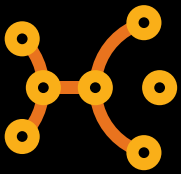


**“Preemptive Action Eliminates a Reactive Response”** – Jim Hatcher, CTO

and designated client team members. This system of information distribution streamlines the notification and tracking process and eliminates unnecessary emails and phone calls. It can assign users to defined, multiple locations and segregate the portal notifications accordingly. Files can be uploaded to a ticket by simply dragging them from the user's desktop to the ticket's

with Human Circuit's Design, Application, and Service Engineers and equipment manufacturers to resolve issues. To keep up with technical advancements in our industry, all of our engineers receive ongoing training in all fields of enterprise video, audio, and information technology.

This includes removal, shipping, tracking, interacting with the manufacturer, and reinstallation of the equipment. This coverage remains in effect for the life of the manufacturer's warranty within the terms of the support agreement.



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