

MAPCON On-Demand

Service Excellence Promise

Upgrade/Downgrade Protection

Modules and features can be added or subtracted from MAPCON On-Demand at any time without penalty.

Rapid Response

If you contact our support department, we will provide:

- Real people answering the phone
- Acknowledgement or resolution within 4 hours of your customer support request
- Ongoing updates installed automatically

Support hours are:

Monday through Friday 8-5 CST

Product and Service Quality

Our goal is to deliver high quality products with 100% customer satisfaction. If you encounter an issue with your MAPCON On-Demand application or services, we will provide the following:

- A product that operates as described in our online product documentation
- 10% fee reduction on late or over-budget services, with no questions asked

You Own Your Data

If you ever decide to leave MAPCON, we will help you to get your data out of our systems. You can also preserve your data on MAPCON's systems for as long as you like, for a nominal fee.

Notice of Outages or Upgrades

We will make every effort to inform you by email of outages, system or software upgrades at a minimum of 24 hours before the event.

Data Protection

Your data will be transferred in its entirety nightly to our servers at our corporate headquarters in Des Moines, Iowa. This data will then be backed up and taken off-site every working day. At your option we will also provide, at no extra charge, a nightly file transfer of this same data backup to your FTP server or account.

Billing

MAPCON On-Demand subscriptions will be automatically billed monthly to a credit card or invoiced. Electronic Funds Transfer (EFT) is available upon request. The billing date will be the first of the month following the purchase date.

60 Day Money back Guarantee!

Server Hosting and Availability

All On-Demand servers are currently hosted by Aureon. Our Server Host agrees to make every effort to provide our Servers twenty-four hours a day, seven days a week barring equipment malfunctions, periodic maintenance procedures or repairs or causes beyond their control.

Read the entire Host Server Service Agreement at

<https://www.aureon.com/filesimages/PDF%20Files/Dat a%20Center v2.pdf>

MAPCON On-Demand

The Best Way to Run Your Maintenance Department

- Superior Maintenance Management Software
- Real-time business visibility from anywhere in the world
- An open, on-demand platform
- Easy administration and configuration without programming
- Lowest total cost of ownership.