



TECHNICAL SERVICES

Our Customer Service Offerings are designed to enable customers to realize the maximum return on their software investment by providing the on-site and off-site services of an Application Engineer experienced in the use of the CAD/CAM solutions provided by Axsys Incorporated.

We offer a wide variety of programs consisting of on-site and off-site support from our experienced Application Engineers, and classroom instruction at our state of the art training facility.

Each Program is designed to get you up to speed as quickly as possible, maximize the users knowledge of the software you purchased, and provide the fastest possible return on your investment.

FAST START SUCCESS PROGRAMS

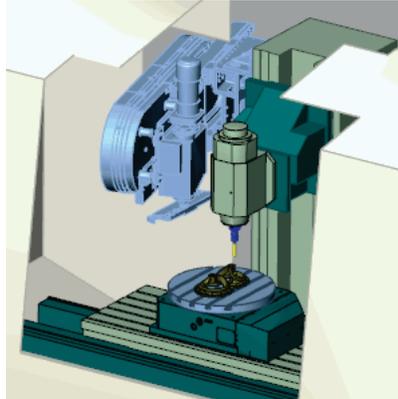
Our Fast Start Success Programs offer a combination of classroom training and on-site support at a lower price point than would be realized if purchased individually.

The amount of on-site support and number of classroom training credits vary in relation to the software products you have selected to purchase from Axsys to compliment your business.

The training credits provided are applied at a rate of (1) training credit for each day of classroom training.

A variety of issues will be covered during the on-site visits, including:

- Answering questions and addressing issues that exist since completion of training.
- Showing you how to use the knowledge obtained from classroom training in your specific application.
- Helping you through problems you may have with a past or current job.
- Providing any individual customization that can make your computer system or application software more productive.



No matter what the application, the manufacturing professionals at Axsys can help you quickly get up to speed and support your operations, regardless of machine type and configuration.



Move past the competition with the help of an Application Engineer who understands your business.

Supplying Superior Service To Meet Your Every Need

MASTERCAM MILL FAST START SUCCESS

This program is designed for customers who desire to maximize the productivity and efficiency of their Mastercam Mill

This program provides (1) on-site visit by an Application Engineer specifically selected for you and your application.

Your assigned Application Engineer will visit your facility within 30 days upon completion of our Introduction to Mastercam training class.

A total of (2) Classroom training credits for (1) individual are also provided. These training credits are to be used

within (6) months of introductory training.

These training credits are typically applied toward an advanced toolpath training course.

MASTERCAM MILL3D FAST START SUCCESS

This program is designed for customers who desire to maximize the productivity and efficiency of their Mastercam Mill3D software.

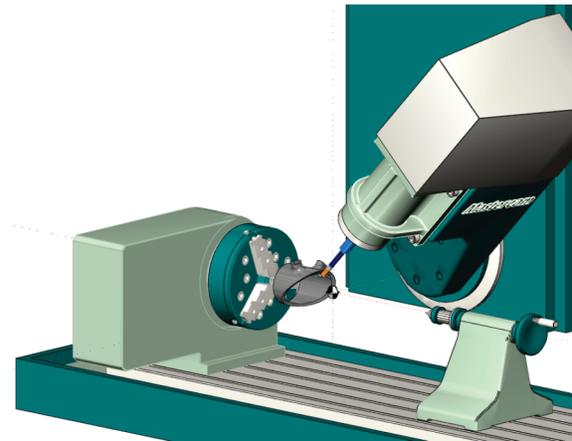
This program provides (2) on-site visits by an Application Engineer specifically selected for you and your application.

Your assigned Application Engineer will complete these visits to your facility within 90 days upon completion of our Introduction to Mastercam training class.

A total of (3) Classroom training credits for (1) individual are also provided.

These training credits are to be used within (6) months of introductory training.

These training credits are typically applied toward advanced toolpath and tool design training courses.



FULL SERVICE APPLICATION ENGINEERING SUPPORT

This program is designed to enable customers to realize the maximum return on their software investment by providing the on-site and off-site services of an Application Engineer experienced in the use of the CAD/CAM solutions provided by AxSys Incorporated.

Under this program, an individual Application Engineer will be assigned to you and be responsible for your success. A minimum of 150 hours will be devoted to the support effort including time spent both on and off site.

IMPLEMENTATION PLAN

Each year your assigned Application Engineer will work with you to develop an implementation plan designed to help you achieve your own objectives.

This implementation plan helps keep your company focused on your primary objectives, objectives that can easily be forgotten in the chaos of day-to-day operations.

CONTINUITY IN SERVICE

An Application Engineer is assigned to you to provide continuity in service. A single point of contact assures that you are working with an individual that is familiar with key components of your organization. Including:

- Methods of Operation
- Employee Skills, Personalities, and Job Functions.
- Company Philosophy and Objectives
- Software Application

SCHEDULED VISITS

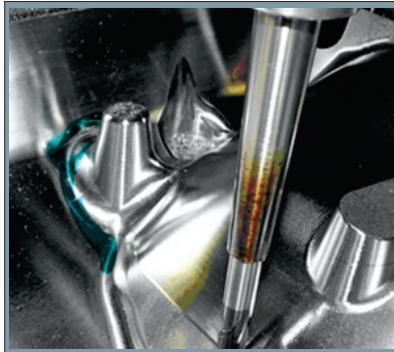
Just as a regularly scheduled maintenance program is vital to maximizing machine tool utilization, Full Service Application Engineering Support maximizes the effectiveness of your CAD/CAM solutions.

With pre-scheduled on-site visits, your personnel will have the opportunity to prepare questions relative to issues that have developed since your Application Engineers last visit. This assures the most effective use of both your personnel and your Application Engineers time and efforts.

Pre-scheduled visits will also enable your Application Engineer to adequately address issues or projects relative to the last visit.



Our programs are designed to enable you to produce the highest quality parts and tooling in the shortest amount of time.



With our help you can tackle even the most complex machining tasks.

Supplying Superior Service To Meet Your Every Need

SERVICES PROVIDED

Full Service Application Engineering Support will address a variety of issues to assure your success. These issues are defined by you and your Application Engineer and are unique to each individual account.

The support functions typically provided include:

- Assuring current software is loaded correctly, operational and used to its fullest capabilities
- Reviewing new software features and their application.



Our state of the art training labs offer the best possible learning environment.

- Revealing application software short cuts and advanced features.
- Helping to implement back-up procedures.
- Solving day- to-day operational problems.
- Identifying new areas of application and time savings in your organization

PART OF A PROGRAM

Your assigned Application Engineer knows your objectives, problems and personnel and will work with other AxSys Incorporated Application Engineers to provide on-site, off-site and telephone support in areas where additional help or expertise is required.

Full Service Application Engineering Support is designed to work in conjunction with our formal training programs as part of a complete program designed to provide the highest quality service and make sure your investment in technology is a sound one.

BASIC FAST START SUCCESS

This program is designed for our customers who's application and needs do not require a full year of service.

This program provides the same features and benefits as our Full Service Application Engineering Support Program over a (3) month period of time.

During this (3) month time-frame a minimum of 30 hours will be devoted to the support effort including time spent both on and off site.

CUSTOMIZED PROGRAMS

If our standard Customer Service Programs do not fit your needs, we can design a Customized Service Program for you that will.

Customized Service Programs can be designed to include any combination of on-site support, off-site support, classroom training, and on-site training that is necessary to accomplish your objectives.

The number of days of support, or training and the duration of the support program is determined by your needs and your budget.

For more information on our Technical Educational Services or any other Software or Service Products, contact us at:



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