



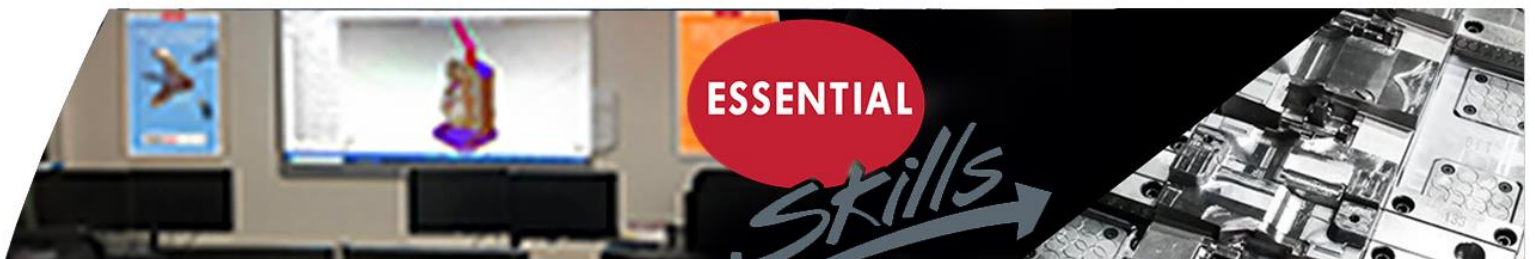
CAD/CAM
SOLUTIONS

PersonalCARE Support Programs

Axsys offers our valued customers a choice of four unique service plans to suit individual business requirements, from occasional expert assistance with our Bronze plan, all the way through to complete coverage with our Platinum plan. Whatever your needs, Axsys has a support plan for you.

Axsys offers extended support for your installation you can count on. Customers like you tell us they continue to be challenged to do more with less and it is seemingly impossible to retain expertise in each and every machine operation and processes you are managing.

Our PersonalCARE Support Programs are geared to off-load these responsibilities—to give you peace of mind with practical, timely and responsive aid in the event you need advice or help.



Expert Guidance Tailored to Your Business

The demands of today's manufacturing industry have hit an all-time high. Manufacturers are asked to produce today's parts and tooling to tighter tolerances in a greatly reduced timeframe, while at the same time, reducing the cost to their customers.

In today's global, *better-faster-cheaper*, digital world, your customers are no longer willing to sacrifice one for the other—they want it all. Your challenge is to achieve *better-faster-cheaper* while still maintaining a thriving, profitable business.

Only Axsys Personal CARE Support incorporates timely and proactive support services that enable you to meet these demands while maintaining and even growing a profitable business.

Axsys Incorporated has decades of experience confronting these challenges and has developed a series of peak performance strategies around hardware, tooling, holders, software, processes, and methods to address them. Our consultants have well over 150 combined years of manufacturing experience and stay up to date on the newest manufacturing methods and technologies.



PersonalCARE Support enables you to eliminate the expense and pain associated with adding senior manufacturing experts to your workforce. Let Axsys take your business to the next level— for a fraction of the cost.

Let Axsys tackle your most pressing business problems. Here is just a sample of what our services include:

- Answering questions and addressing issues that inevitably arise after the completion of initial training.
- Translating knowledge obtained from classroom training for your specific application.
- Helping you solve problems with a past or current job.
- Providing customization that can make your computer system or application software more productive.
- Process and methods customization.

PersonalCARE provides four levels of support. Each level of support provides for:

- Quarterly Tel-Well Meetings—An Axsys Support Specialist will establish a quarterly teleconference schedule with you to review support entitlements, software patch availability, upcoming software and hardware releases and answer any operational questions.
- Access to a dedicated on-line portal, providing multimedia access to numerous tech-tips, feature reviews, advanced techniques, training, and more.
- Semi-Annual Operations Review—Members of Axsys Support and/or Management teams will meet with you via teleconference to review your support satisfaction enhancement requests or progress, support statistics, etc.
- Scheduled On-Site Support—An Axsys Application Engineer on-site visit based upon your PersonalCARE Support level.

CARE LEVEL	BRONZE	SILVER	GOLD	PLATINUM
NUMBER OF VISITS	1	5	10	20

EXPEDITE IMPLEMENTATION
OF SOLUTION COMPONENTS

MAXIMIZE TECHNOLOGY ADOPTION
WITHIN YOUR ORGANIZATION

ENABLE USERS TO LEVERAGE THE FULL
POTENTIAL OF THE TECHNOLOGY

MINIMIZE COSTLY DOWN-TIME

Axsys has the experience to assist you in all aspects of your manufacturing process— from the point you receive the data from your customer to the last process where the part is inspected and goes out the door.

If you've completed your software training and find yourself asking, "what now?", contact us today to discuss a customized service program specifically designed to meet your operational and budgetary objectives.

For more information on our Axsys Technical Services or other products we offer, contact us today at support@axsysinc.com, 248-926-8810.