

Introducing Newmarket International's suite of NI Care Support offerings: **STANDARD**, **GOLD**, **PLATINUM**, and **PLUS**. Now you can customize and personalize the level of Support you require to meet your business needs.

NI Care **STANDARD**

Our award-winning Technical Support of our core application software. Provides around the clock access, 7 days a week, 365 days a year and includes access to our eSupport web site, and email support.

NI Care **GOLD**

NI Care Gold provides comprehensive coverage for our customers in multi-user terminal server environments. Troubleshooting assistance is provided for Newmarket application problems relating to the following areas: User Domain Accounts, Autocreated Printing, Login Scripts, Office Compatibility Scripts, System Policies, File Permissions, User Profiles, Database Connectivity (COM/ODBC), Drive Mappings, Citrix ICA Client Settings, Citrix Metaframe Settings, and NFuse Settings. See the "Newmarket International Support Procedures and Guidelines" document for more detailed information on coverage.

NI Care **PLATINUM**

NI Care Platinum provides highly customized, personalized, and proactive software support. Designated support engineers become familiar with your infrastructure, deployment, operational needs and technical staff, which enable faster problem resolution. Phone priority and Availability Update Notification provide rapid response to your inquires, and updates on the status of your Newmarket application environment. Change Management Control and Accelerated Problem Escalation and Resolution round out this top-of-the-line Platinum Support program. Take a moment to learn about all the benefits of our Platinum program, including toll-free access from anywhere in North America, free BEO/Banquet check editing, and Database Health Check! See the "NI Care Options Chart" on the reverse side and "NI Care Platinum" document for more details.

NI Care **PLUS**

Optional Services offered on a single event or annual basis:

Health Check and Tune Up Reports

Ensure your Newmarket software system is performing in top condition. Verify that your database is in good health. Confirm that the servers running your Newmarket software are operating properly and optimally. Discover potential problems BEFORE they cause more severe problems like a software outage or a corrupt database.

Let the Newmarket Technical Experts review your Newmarket software system and database for optimum health and performance. This service provides database checks and index maintenance with recommendations for performance improvement and optimization of system settings. See the "NI Care Options Chart" on reverse side and "Health Check and Tune Up Reports" document for more details.

System Diagnostics and Performance Analysis Reports

Newmarket International offers a system analysis support program designed to assist in finding system and environment problems that may be affecting the performance of your Newmarket software.

System Diagnostics and Performance Analysis reports take a comprehensive look at your Newmarket software system environment, utilizing the latest Microsoft Tracing and Performance Monitoring tools. Detailed analysis of the three major areas of your application and database is provided. The reports are broken down into three (3) parts: Server, Database, and Application. A brief Network analysis is also provided if a report package is purchased. See the "NI Care Options Chart" on reverse side and "System Diagnostics and Performance Analysis Reports" document for more details.

Please contact Newmarket International toll-free at **888-829-8871** or email us at **salesinfo@newmarketinc.com** with questions or to purchase any of these service offerings. We look forward to continuing to provide the world class Service and Support you have come to know and expect from Newmarket International.

NI Care™ Options Chart

	NI Care Standard	NI Care Gold	NI Care Platinum	NI Care Plus
Award Winning Support, 7 Days a Week, 365 Days a Year	◆	◆	◆	
Access to eSupport web site	◆	◆	◆	
Access to email Support	◆	◆	◆	

NI Care Gold:

Troubleshooting ¹ Newmarket Application Problems relating to:				
Multi-User Support with Terminal Services		◆	◆	
Login and Office Compatibility Scripts		◆	◆	
Policies		◆	◆	
Printing (Autocreated Printers)		◆	◆	
User Profiles and Home Directory		◆	◆	
User Domain Accounts		◆	◆	
Database Connectivity (COM/ODBC)		◆	◆	
File Permissions		◆	◆	

NI Care Platinum:

Toll Free Access to Support ²			◆	
Phone Queue Priority			◆	
Designated Support Engineers			◆	
Real-time Case Detail/Summary Reporting via the Web			◆	
Support Account Review Conference Calls ³			◆	
Database Health Check ³			◆	
Accelerated Problem Escalation and Resolution			◆	

NI Care Plus Options:

Health Check and Tune Up Reports (each one includes the following):				
Database Index Maintenance				◆
Database Health Checks and Repair				◆
Review of Database Growth and Trend Analysis				◆
Review of SQL Backups and Jobs				◆
Review of System Error Logs				◆
Review of Disk Space				◆
Review of System Resources				◆
System Diagnostics and Performance Analysis Reports				
Server Segment ⁴				◆
Database Segment				◆

1 See the "Newmarket International Support Procedures and Guidelines" document for specific coverage details.

2 Currently only available in North America.

3 See "NI Care Platinum" document for details and limitations.

4 Server trace is only available for servers with Windows 2000 or later operating systems.

