

SUPPORTING OUR SYSTEMS - SOS™

What Is It?

SOS is a universal call for help. But at Mantissa the term has come to mean *Supporting Our Systems* – our program for providing qualified Mantissa resources outside of our normal business hours (8:00 a.m. – 6:00 p.m. EST) to assist customers in getting their equipment back into service in the unlikely event of a system failure.

How Does It Work?

SOS™ is a fixed price plan, renewable on an annual basis, which provides our customers with a contractual commitment for timely technical support. Once enrolled in SOS, the customer is assigned a unique customer code number to use when calling the Mantissa toll-free number. This code will enable the customer to reach a Mantissa representative on call who will then contact the appropriate technician to respond to the customer's request as soon as possible.

So What Do I Do If My System Goes Down?

In the event of any system failure, the first step is to try to identify and solve the problem, utilizing system error messages, knowledge and troubleshooting techniques acquired during Mantissa system training as well as diagnostic steps outlined in the Mantissa Operations and Maintenance manuals.

Should the problem persist after normal corrective measures are taken, the designated customer representative(s), with management approval, should call Mantissa using the SOS toll-free number.

And Then What Happens?

The customer will be instructed to enter their SOS customer code and leave a message, including name, company, time of call, phone number where they can be reached, and a detailed message describing the problem. A Mantissa representative will be paged immediately, and call the customer in order to gather sufficient data to determine the appropriate resource(s) to provide the necessary level of technical expertise.



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The technical support event is then recorded in a log maintained by our Customer Service Department. A follow-up call is made by a Customer Service Representative to insure the recommended corrective action was successful. The customer is then provided with an action report for future reference.

Response Time

The range of technical resources with the *unique* knowledge required to address *specific* problems at a *specific* site realistically prevents Mantissa from guaranteeing an exact window for response time, and that specific resources *always* be available to a customer at any given time.

So Why Should We Enroll in this Program?

SOS provides the best assurance that our customers can reach experts uniquely familiar with their systems when and if they need help. In most cases, Mantissa's technical support combined with the customer's on-site personnel and spare parts inventory (back-up computers, electrical and mechanical components) is sufficient to bring a system back into service in a timely manner.

SOS is convenient. No additional paperwork. No additional charges beyond the annual fee to subscribe to the program. SOS. It's what you do when you need help.

What Does It Cost?

Call our Mantissa Customer Service Department at 704-525-1749 or email CustomerService@MantissaCorporation.com for current rates.

How Do I Sign Up?

Call Us! – We'll be happy to discuss further details with you. Call our Mantissa Customer Service Department at 704-525-1749 or email CustomerService@MantissaCorporation.com for more information.

