

**Spara**Support™

## Professional support that ensures you get the most from your system



Your technology purchases represent strategic business investments that can have significant impact throughout your organization. Technology can save money, create efficiencies, improve decision making, and even have social and environmental benefits. More and more, technology is becoming a critical part of daily business operations. For your company to remain competitive and meet both internal and external obligations, your technology must function as expected.

on the latest technology? Whatever your priorities, Spara Support gives you peace of mind with professional, high-quality, and responsive service. Our support professionals are not only product experts, they also have in-depth industry knowledge. This combination of product expertise and best-practice information from the industrial and energy sectors helps ensure support that is both effective and tailored to your organization.

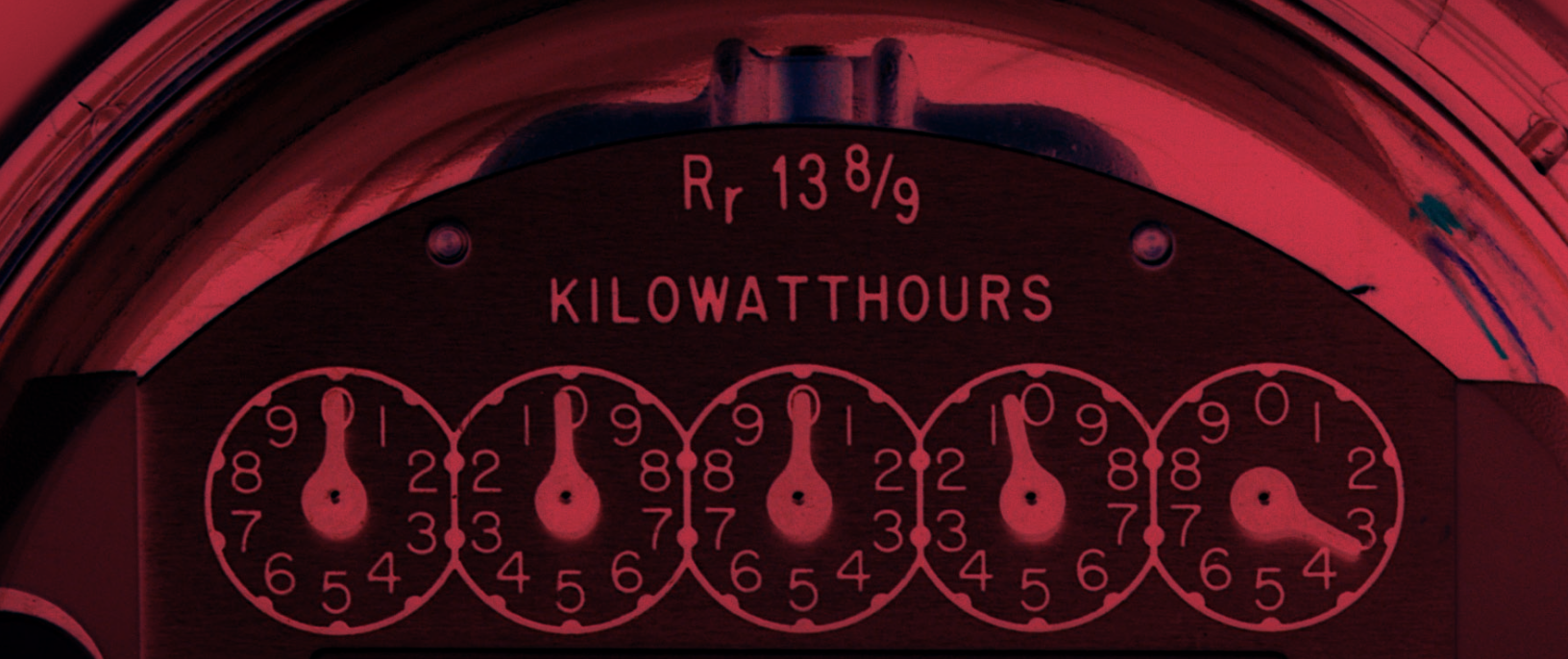
### With Spara Support you can:

- Keep your system up-to-date with the latest software updates
- Access phone support 24/7
- Take advantage of a Powerit Solutions–maintained remote connection to your system, ensuring quick assistance and troubleshooting
- Access technical support via email
- Remotely test your network or local connections
- Receive remote support during demand response events
- Receive discounts on future Spara upgrades

Powerit Solutions has been supporting businesses like yours for more than 10 years. Powerit Solutions is not just a service provider, but a technology partner. We can assist you if the unexpected happens as well as help you get the most from your system.

Do you need to be certain that technical issues will be resolved promptly during regular business hours? Operate 24/7 and need extended, fast access to support professionals? Want to get the most from your system by optimizing it to meet new or evolving corporate objectives? Want access to deep discounts





## Spara Support Features

### Software Updates

You can access all published software updates released during the term of the support contract.

### 24/7 Technical Support Via Phone

Toll-free calls are answered 24/7 with critical-event callback by a support professional within 4 hours.

### Remote System Connectivity & Support

We provide remote monitoring software, but we can use another remote connection (such as a VPN) that you provide to troubleshoot, monitor, and make program modifications to Spara equipment. Powerit Solutions support professionals will use the event to troubleshoot, monitor, and make program modifications to Spara equipment.

### Technical Support via Email During Business Hours

Powerit Solutions support professionals respond within 8 hours to email messages submitted via our website.

### Incident Case Tracking

Incidents are logged in a case-tracking system and assigned a unique identifier for documentation and future reference.

### Remote Test of Network Connections

Powerit Solutions support professionals will troubleshoot the status of all network or local connections to the Spara system.\*

### Remote Test of Manual or Automatic DR Signals

Powerit Solutions support professionals will help to confirm that the system is properly set up to receive and implement manual or automated demand response event triggering signals.\*

### Remote Support During Demand Response Event

Powerit Solutions support professionals will be available for live event support for up to two demand response events per year.\*

### Upgrade Discounts on Future Spara Releases

Spara Support clients receive a 15 percent discount on hardware, and a 50 percent discount on software.

\*Requires remote connectivity.