



Professional Services and Customer Support Optimize Network Control

As a Network Operations Center (NOC) operator, you need complete visibility of complex and state-of-the-art networks. You want the power to effectively manage your networks. In addition, you require the security and assurance that your Network Management System will not fail during normal operations and will be easily restored in the event of a casualty. Beyond total network control, MaxView's professional and customer service teams provide that security through reliable field and technical expertise.

Professional Services:

Understanding your requirements is our focus. We ensure you get the most out of your network by using MaxView. With our support and advice, you can gain a new level of confidence that your network's performance is optimized.

Our highly experienced team understands that Quality of Service (QoS) is as important as the content you manage. We deliver services that will refine your installation so that you deliver optimum QoS with the level of control you need.

We offer:

- Software engineering: offering configuration services, and driver development.
- Solution design: preparing site surveys; assessing number of devices and remote vs. NOC management.
- Software implementation: building and installing a tailored solution; quality assurance.
- Program management: handling the customer interface and managing to milestones.
- Network management consulting services.
- Health checks of the existing implementation to ensure MaxView is utilized to its fullest potential.

AT A GLANCE ...

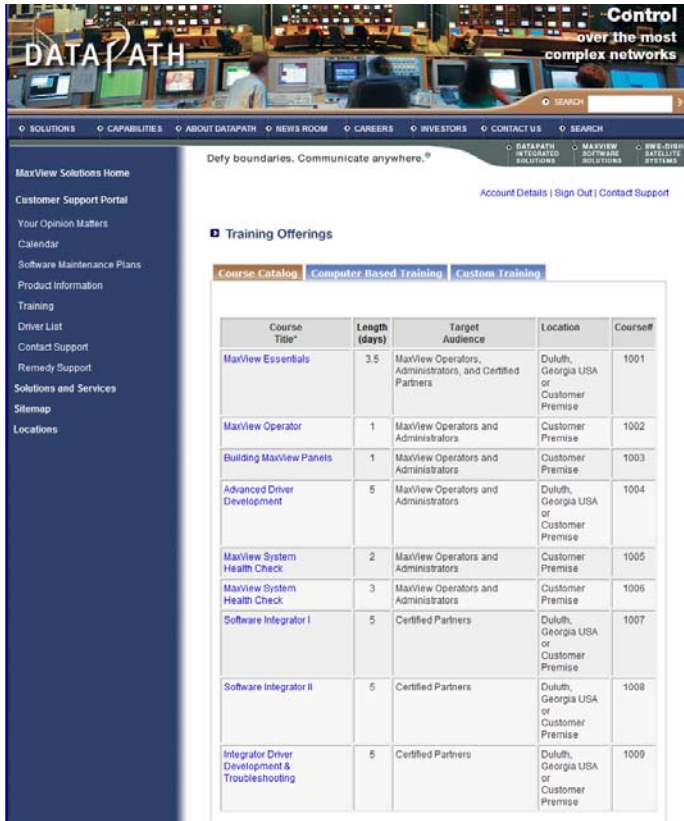
Professional Services and ongoing Customer Support add value to the MaxView Network Management System.

- Software engineering
- Solution design
- Software implementation
- Program management
- Network consulting services
- System health check
- Multi-level maintenance programs
- Training
- 24 x 7 Customer Support Portal



In today's highly competitive environment, Quality of Service is as important as content. MaxView's Professional Services and Customer Support teams help you deliver a robust network management and control implementation.

Web Portal Views

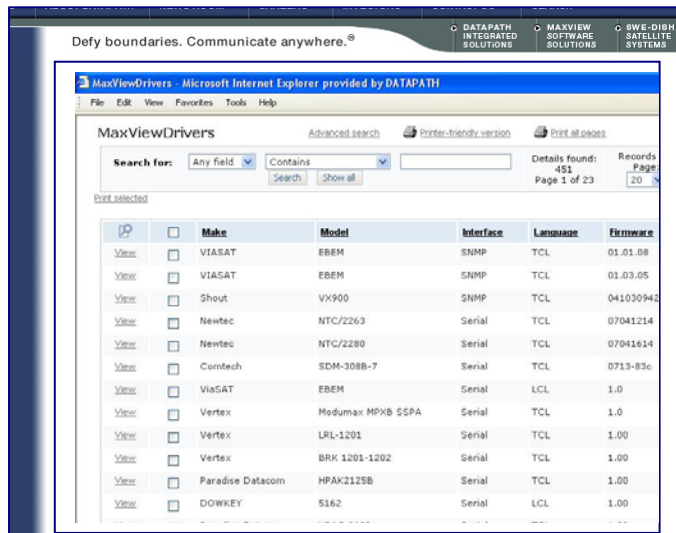


Customer Support:

MaxView's Customer Support team is dedicated to the ongoing network health and maintenance that is vital to providing maximum QoS. All support personnel and managers average more than five years of experience in MaxView support and customer interaction.

Customer Support services include:

- Maintenance Plans: Three tiers of software maintenance plans are available to meet your service objectives. They include a best-of-breed ticketing system and escalation management.
- Customer Support Portal: DataPath has invested in an online portal so customers have 24 x 7 access to our knowledge base including user manuals, driver database, troubleshooting tools and a searchable directory.
- Comprehensive Training: DataPath offers training programs that include instructor-led training and online courses to maximize your MaxView investment.
- System Health Check: This consulting engagement provides an assessment of your current network and recommendations for optimization.



Customers can access the training schedule or a device driver directory from the Customer Support Portal.

Together, DataPath's Professional Services and Customer Support teams can be your value-add partner. With more than 600 systems installed on all seven continents, we have the experience to help you optimize your network management and achieve maximum QoS.

For more information visit www.datapath.com/maxview