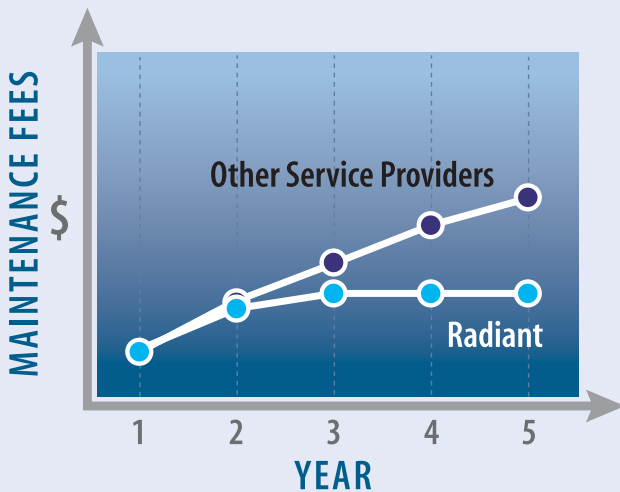




# RADIANT HARDWARE MAINTENANCE PROGRAM

Lower Total Cost of Ownership: Radiant is committed to providing affordable technology and support to every customer. Our total quality focus and comprehensive service program covers three failure types offered under a flat pricing structure to drive a lower total cost of ownership.

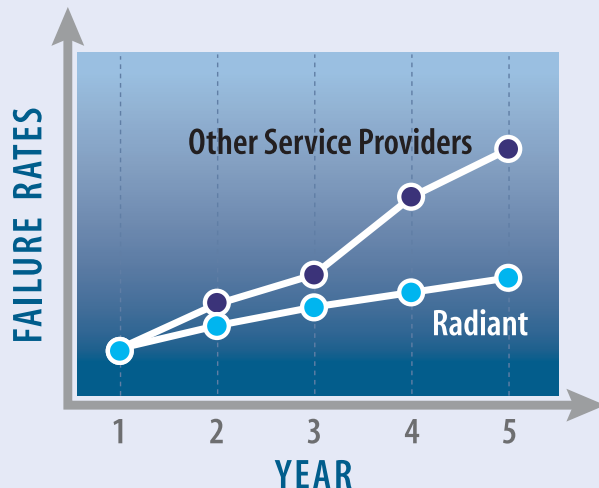


### CUSTOMER MAINTENANCE COSTS

Consistent pricing over the course of Radiant's service agreement results in more predictable expenses and lower overall costs.

### SYSTEM FAILURE RATES

Higher initial quality, full unit replacement policies and strict reconditioning procedures reduce failure rates and extend the life of the technology investment.



### COMPREHENSIVE FULL LIFECYCLE SUPPORT

Radiant stands behind its technology from implementation through decommissioning, covering virtually any type of failure – including functional, wear and process-related – under a single fee. Radiant's comprehensive field support helps customers reduce implementation risk, maintain optimal system performance and make efficient transitions to next-generation systems.

### FASTER RETURN TO SERVICE

Radiant resolves system failures quickly and completely. For any system failure, Radiant provides full unit replacement – as opposed to individual component replacement – resulting in faster return to service and a reduced chance of future failures. Radiant configures replacement units to pre-failure specifications, including re-installing any supported software or peripherals added after initial implementation.

### SUPERIOR QUALITY

Utilizing Radiant's ISO certified quality management systems, the highest level of quality is embedded in every step of the field service process. Help desk and field technicians undergo rigorous training and evaluation to ensure they can address issues quickly and accurately. Returned systems go through comprehensive testing, repair and validation before being redeployed in the field.

### TOTAL GLOBAL COVERAGE

Radiant's Field Service Organization, with more than 2,000 certified service technicians and an extensive global service parts logistics network, is able to install and service multi-vendor hardware solutions around the world 24 hours a day.

### COVERAGE FOR THREE FAILURE TYPES

- Process
- Wear
- Functional