



In response to customer requests, Aimetis is launching the Aimetis Symphony Commissioning Program effective January 1, 2013. This program will offer Certified and Authorized Partners an increased level of service, specifically allowing them the opportunity to pre-book Aimetis Technical Support services.

Focus on Evolving Needs - Nearly 10% of all Aimetis service and support calls in 2012 were of a time sensitive issue made by a field installer during an installation. Some of these situations were known beforehand and may have been mitigated with prior preparation.

Improved Customer Experience - Certified and Authorized Partners can book a time slot whereby Aimetis Technical Support will be on stand-by and available remotely to assist on an Aimetis Symphony product installation. This will ensure that Aimetis partners are enabled to deliver flawless deployments and technical implementation on every on-site visit.

The Aimetis Commissioning Service & Support Program

- No Hassle Calendar Sign-Up, allowing Certified and Authorized partners to reserve technical support on stand-by with at least two (2) weeks advance notice.
- Technical support representatives available Monday through Friday from 9:00am to 4:00pm.
- Minimum booking of a two (2) hour time slot.

Cancellation Policy

- 48 hours cancellation notice required, otherwise an one (1) hour charge will be incurred.
- If given more than 48 hours' notice, a credit will be given to your account to use for future commissioning services.

How it Works for a System Integrator

- When purchasing licenses through your channel partner, identify your interest in Aimetis Symphony Commissioning.
- Outline the date, time of day and special installation notes as well as the length of scheduled time, in one (1) hour increments. This request will be logged into a calendar if that time slot is available.

Important Information

- Eligible for Certified and Authorized Partners only
- Contact Number: 1-866-544-2804
- Email: sales@aimetis.com
- Phone and email support only
- Only available in North America, DACH and Asia Pacific from 9:00am to 4:00pm in the local time zone.
- Must provide two (2) weeks advance notice prior to the date of service appointment.
- SKU: Aimetis Commissioning Service (AIM-ACS-PS)