

Turn Key Solutions for Medical Simulation and Education



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WHY IS A TECHNOLOGY MANAGEMENT PLAN IMPORTANT?

With a KbPort™ Technology Management Plan, you are protecting yourself from the unexpected cost of certain unforeseen failures. Let's face it, nothing is perfect. We all understand the challenges with technology. We encounter it daily in our personal life. In today's world, downtime is not taken lightly.

Our systems are robust and designed specifically for efficiency and cost effectiveness. That doesn't stop equipment from failing unexpectedly, and it doesn't stop user error either. It happens. What if a valuable employee leaves their position unexpectedly? What mechanisms will be in place to train the next person? Who is responsible for these events and how will they be remedied?

What will it take to upscale your lab if needed? How do you expand your technology? How long will it take? Who needs to be involved? What will it cost? We have solutions that make sense because we understand education, technology, and business.

DESIGNS AND CONCEPTS

SMALL FOOT PRINT

KbPort™ has the smallest footprint on the market. What does this mean for you? It means less hardware infrastructure, which equates to reliability, system availability, and more time teaching. Our concepts allow you to spend your time managing your curriculum and data instead of your infrastructure and hardware.

We do not require large racks of equipment that need dedicated storage and cooling for third party distribution amps, matrix routers, scan converters, or equalizers. Why not? The answer is simple. Our engineers have designed a system that is truly digital and innovative. Everything is built into one compact bleeding edge software package.

KbPort's designs and concepts are based on using your network infrastructure. This eliminates the need for local audio visual support. Everything resides on your network, eliminating the old fashion cabling, wiring concepts and old style AV thinking. Your IT department can assist in the management of the system and utilize KbPort™ via a remote connection for any issue that may arise.

Once you compare our concepts, designs and schematics side by side with our competitors, you'll understand why the KbPort™ solution should be your only solution. We are backward compatible, so we can still interface with the older technology if needed.

COST-EFFECTIVENESS

KbPort™ takes great pride in not using subcontractors. From research and development, to manufacturing and installation, to training and technical support, and system management, nothing is outsourced. By doing so, KbPort™ is able to provide the highest-quality service and project management to its clients at an affordable price point. KbPort™ plans to continue this tradition to help ensure that their clients receive superior service and the latest breakthroughs in technology all at an affordable price point.

TECHNOLOGY MANAGEMENT PLANS

SILVER PLAN (ANNUAL PURCHASE)

- One (1) year hardware coverage
- One (1) year unlimited telephone, email and web support (internet connection required)
- KbPort™ honors all 3rd party manufacturers' warranties
- Ticketing system for bug fixes and feature requests
- Free software updates and bug fixes during the coverage period

Benefits: This plan covers basic components such as hardware and software support which allows you to manage your technology with confidence. All purchases are covered with the Silver Plan for the first year.

GOLD PLAN (ANNUAL PURCHASE)

- One (1) year hardware coverage
- One (1) year unlimited telephone, email and web support (internet connection required)
- KbPort™ honors all 3rd party manufacturers' warranties
- Ticketing system for bug fixes and feature requests
- Free software updates and bug fixes during the coverage period
- One (1) annual on-line training and consultation
- One (1) annual on-site training visit and assessment visit

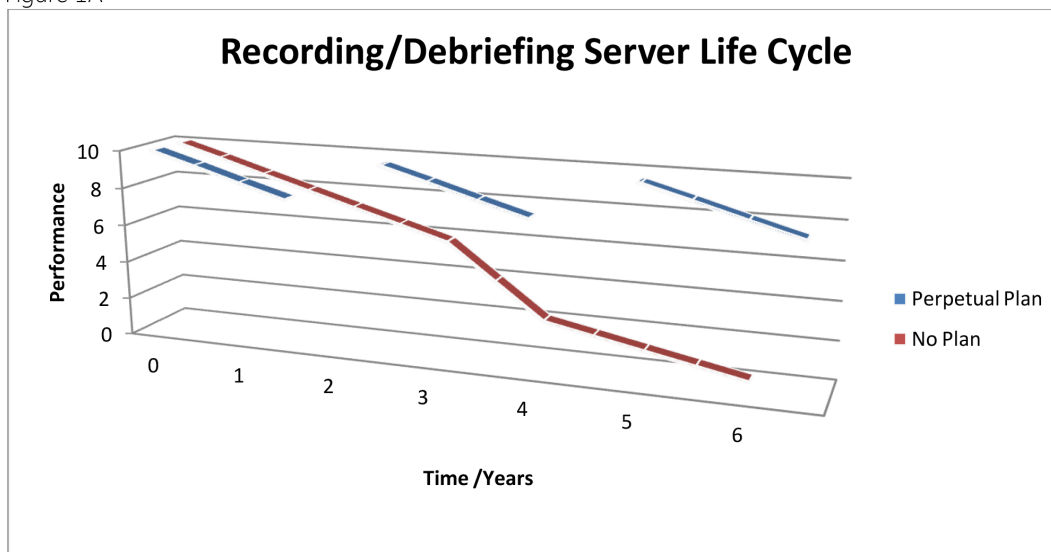
Benefits: This plan includes everything from the Silver plan and adds an annual on-site visit and an annual webinar for training and consultation. These are great as refresher courses, system tune-ups or to train new employees.

PERPETUAL PLAN (5-YEAR CONTRACT)

- Unlimited telephone support
- Web support via Remote Team Viewer
- Software updates/bug fixes via automatic or download
- Ticketing system for bug fixes and feature requests
- Annual on-site visit
- Software upgrades
- Annual on-site training
- On-site system maintenance and consultation session
- Free integration modules to third party hardware/software
- Free shipping on coverage claims
- 35% discount on system upgrade at end of contract
- Quarterly management meetings via web or teleconference
- Annual system diagnostic report
- ETC Recording/Debriefing Server Replacement every two (2) years

Benefits: This plan will keep you at the front of the technology curve. We'll update your servers every two years and provide you with the latest software advancements to continually supply you with the best teaching tools available. With quarterly management meetings and annual reports, this plan builds a strong partnership between you and KbPort™. See Figure 1A below:

Figure 1A



TECHNOLOGY MANAGEMENT PLAN COMPARISON

Key Distinguishers	Silver	Gold	Perpetual
Hardware repair or replacement	✓	✓	✓
3 rd Party equipment coverage	✓	✓	✓
Telephone, Email, Web Support {Team Viewer}	✓	✓	✓
Software Updates bug fixes	✓	✓	✓
Ticketing System for bug fixes and feature requests	✓	✓	✓
Annual On-Site training		✓	✓
Annual On-Line training		✓	✓
Software upgrades and new versions			✓
Recording and Debriefing server replacement every 2 years			✓
On-Site system maintenance and consultation session			✓
Free equipment shipping on coverage claims			✓
Free integration modules to third party software			✓
35% discount on system upgrade at end of contract			✓
Quarterly Management meetings via web or teleconference			✓
Annual system diagnostic and evaluation report			✓

APPENDIX 1: DEFINITIONS

KEY TERMS:

KbPort™ hardware coverage

The hardware is covered during this time period and will be replaced or repaired and returned to the customer

3rd party equipment coverage

Cameras, microphones, audio mixers and so on will be repaired or replaced

Telephone, email, web support

The end user will receive support via telephone, email, internet or a combination of all of these to resolve training or support issues. The ETC™ utilizes Team Viewer remote administration software that allows KbPort™ to log into your system and assist

Software updates and bug fixes

Software updates and bug fixes are adjustments with the software to help maintain its integrity and functionality

Annual on-site training and assessment visits

On-site training visits can be used as a refresher course or for assisting job position turn over. KbPort™ will also assess your center and make technology recommendations. Annual on-site training is one session per year of training of personnel of the customer's choice by KbPort™, at the customer's facility, to be mutually scheduled in advance, in a single day, not to exceed eight hours.



Ticketing system for bug fixes and feature requests

The ETC™ recording and debriefing server has a built in reporting system for sending messages directly back to KbPort™ to report software bugs and future feature requests

Software upgrades

Software upgrades and new versions of software are released as technology expands

Recording and Debriefing Server Replacement

Hardware – In today's world the end of life for manufacturing a particular computer make/model is typically 16 to 18 months. KbPort™ will replace your server hardware every 2 years within 3 months before or after the anniversary of the customer's installation date. This provision does not include cameras, wiring, etc.

KbPort™ Software – KbPort™ will provide the latest version of its recording and debriefing software in conjunction with the replacement of recording and debriefing sever hardware by KbPort™ every two years. This provision does not include WorkFlow, SIM EMR, etc.

On-site system maintenance and consultation session

KbPort™ will annually assess your equipment and technology and provide a report detailing strengths and weaknesses

Free equipment shipping

KbPort™ will pay all shipping fees when repairing or replacing hardware and/or software on claims. Free shipping is at KbPort's expense, of equipment that KbPort™ determines must be returned to the KbPort™ facility for repair or upgrade.

Free integration modules

KbPort™ will provide free integration modules for linking to new products or third party hardware or software. Free third-party integration modules-provision to customer, at KbPort's expense, software created by KbPort™ to integrate with third-party software or equipment.

This provision refers only to those modules created by KbPort™ as part of its product line, and does not include custom integration work, nor does it include payment of any fees or charges by the third-party with which integration is desired.

35% discount (applies only to Perpetual Plan)

KbPort™ will offer a 35% discount on future system upgrade at the end of the contract term.

Quarterly management meetings

These meetings help to manage issues and aid in product development to keep our software and concepts most current.

These meetings are via videoconference and are to be mutually scheduled, with KbPort™ regarding questions, problems, feature requests, recommendations, etc.

Annual system diagnostic evaluation report

KbPort™ will provide you with an annual report that shows system usage and other related statistics to help manage your resources. We will provide recommendations to assist you in operating your center in the most efficient way possible.

Annual system diagnostic and evaluation report is a written report prepared by KbPort™ regarding performance and suitability of the customer's KbPort™ system, system usage and other related statistic, and recommendations regarding the system.

Annual online training

One session per year of training of personnel, of the customer's choice, by KbPort™ via videoconference, to be mutually scheduled in advance, in a single day, not to exceed four hours.

Original installation date

The date on which the original KbPort™ system is installed and becomes operational.

SUPPORT

- One (1) year hardware coverage
- One (1) year unlimited telephone, email and web support (internet connection required)
- KbPort™ honors all 3rd party manufacturers' warranties
- Ticketing system for bug fixes and feature requests
- Free software updates and bug fixes during the coverage period

KBPORT™ TRAINING

After an installation has been completed, a KbPort™ Training and Support Technician will contact you to schedule a one (1) day, on-site training session. This training session is designed to help the users of the system get to know and start to use the software and hardware. Most training sessions are two parts: the morning is spent reviewing the system and its functionality, and the afternoon is spent hands-on with the trainers to answer any questions the users may have.

Additional training or annual training

Additional training sessions (both onsite and online) are always available upon request or may be included with your particular Technology Management Plan. Because of the web-enabled nature of the FusionHD™ system, many clients choose to receive online refresher courses.

POINTS OF CONTACT

Sales/System Design

sales@kbport.com
412/487.4663

Installation

support@kbport.com
412/487.4663

Training and Support

support@kbport.com
412/487.4663

APPENDIX 2: TERMS AND CONDITIONS

SILVER PLAN TERMS

1. Term of the Silver Technology Management Plan will be one year from the original installation date.
2. Customer will make one payment as quoted and agreed upon beginning at the time of installation.
3. The Plan will include one (1) year of hardware coverage, 3rd party equipment coverage, unlimited telephone, email and web support, software updates and bug fixes, a ticketing system for bug fixes and feature requests, free shipping of equipment should return of equipment to KbPort™ for repair or upgrade be necessary.
4. At the end of the one-year term, KbPort™ and the customer can mutually agree to extend the Silver Plan on terms agreed upon by both parties.
5. All services pertain only to the original system installed by KbPort™ unless Plan is extended to subsequently installed additions.
6. All of the foregoing, including without limitation repair and warranty policies and procedures, are subject to and incorporate KbPort's Terms and Conditions, Terms of Service, Return Procedure, and Standard warranty.

GOLD PLAN TERMS

1. Term of the Gold Technology Management Plan will be one year from the original installation date.
2. Customer will make one payment as quoted and agreed upon beginning at the time of installation.
3. The Plan will include one (1) year of hardware coverage, 3rd party equipment coverage, unlimited telephone, email and web support, software updates and bug fixes, a ticketing system for bug fixes and feature requests, one on-line training session, one on-site training and assessment visit, free shipping of equipment should return of equipment to KbPort™ for repair or upgrade be necessary.
4. At the end of the one-year term, KbPort™ and the customer can mutually agree to extend the Gold Plan on terms agreed upon by both parties.
5. All services pertain only to the original system installed by KbPort™ unless Plan is extended to subsequently installed additions.
6. All of the foregoing, including without limitation repair and warranty policies and procedures, are subject to and incorporate KbPort's Terms and Conditions, Terms of Service, Return Procedure, and Standard warranty.

PERPETUAL PLAN TERMS

1. Term of the Perpetual Technology Management Plan will be five years from the original installation date.
2. Customer will make five annual payments as quoted and agreed upon beginning at the time of installation and continuing on each anniversary of the original installation date. Customer will issue a blanket purchase order for the annual payments. Customer also has the option to pay in full in advance.
3. The Plan will include five years of hardware repair or replacement, 3rd party equipment coverage, telephone, email and web support, software updates and bug fixes, a ticketing system for bug fixes and feature requests, annual on-line training, annual on-site training, free shipping of equipment should return of equipment to KbPort™ for repair or upgrade be necessary, free third-party software integration modules, an annual system diagnostic and evaluation report, and quarterly technology management meetings via web or teleconference. Additionally, Perpetual Plan members receive Recording and Debriefing server replacement and upgrade to the latest version of KbPort™ software every two years.
4. At the end of the five-year term, KbPort™ and the customer can:
 - a. Mutually agree to extend the Perpetual Plan on terms agreed upon by both parties; or
 - b. Customer can request a quote and receive a 35% discount on a new KbPort™ system.
5. All services pertain only to the original system installed by KbPort™ unless Plan is extended to subsequently installed additions.
6. All of the foregoing, including without limitation repair and warranty policies and procedures, are subject to and incorporate KbPort's Terms and Conditions, Terms of Service, Return Procedure, and Standard warranty.