

## CAM Agile Products Support Membership Benefits

Agile Products Support (APS) is available to all users of the Concepts NREC Agile Engineering Design System®, our complementary suite of programs for Computer-Aided Engineering (CAE) and Computer-Aided Manufacturing (CAM). APS is renewable on an annual basis and includes the following benefits for our CAM software users:

### Technical Software Support

Concepts NREC provides priority assistance on all requests for software support, including consultation on difficult applications and suspected coding errors to APS members. Requests for support involving technical data should be made or confirmed in writing. Concepts NREC will respond to inquiries usually within 24 hours. Technical support communication is available by telephone, e-mail, FTP, and remote access.

### Error Corrections and Enhancements

Concepts NREC provides APS members with all enhancements and error corrections to the applicable software and documentation free of charge. Major upgrades are issued approximately every two years, and minor updates and patch fixes are issued as necessary.

Concepts NREC encourages users to recommend specific enhancements to the software and takes those recommendations into consideration for future development. By participating, the member consents to the release of recommended enhancements to other users.

### APS Subscriber Meetings

Periodic subscriber meetings are a forum to discuss new features in the latest software version, preview the upcoming version, and discuss user suggestions for future development in a formal balloting process.

### Confidentiality

Concepts NREC keeps all client data completely confidential (unless written permission is granted).

### Ongoing Training & Skills Enhancement

Training is included with the purchase of the software license. Additional training is also available to stay current with the latest features or to train new users at regularly scheduled Manufacturing Software Workshops (MSWs) held at Concepts NREC's Boston Office. MSWs are three days in length and are taught by experienced Concepts NREC software engineers. APS subscribers receive a 50% discount for the first and second attendees, and a 75% discount for the third and fourth attendees. If 5 or more attendees plan to register, please contact Concepts NREC for pricing.

### Transfer of License

In the event of computer hardware failure, loss, or upgrade, the client may transfer the applicable software license to a new computer system after providing Concepts NREC with the new computer identification. A new license and a copy of the applicable software will be provided by Concepts NREC. Simultaneous use by the client is limited to facilitation of the transfer.

### Concepts NREC

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