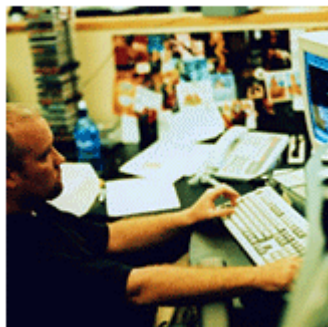


## WebEx and Telephone Technical Support

SCLogic, LLC



When it comes to SCLIntra, SCLogic makes what it sells. There are no third parties involved. We write the engine, the browser applications, and the portable applications. We perform our own deployment services, man our technical support lines, and train customers using our own Systems Analysts. We provide the hardware, assemble it, and offer our own Hot Spare service. If you have a question or problem, SCLogic stands alone in its ability to provide a single point of contact to address it.



### Our Support Components

- Assist with disaster recovery – including viruses and hard disk failure
- End user WebEx and telephone training – system navigation, functionality
- Hardware debugging – problems with scanners, Palm Pilots, printers
- In-Version update installations / Installation debugging
- System configuration / IT concerns and questions
- Changes to software configuration – import recipient list, change user definable fields, add new users, software backup recommendations
- Assistance with hardware system upgrades and recommendations for expansion
- Methods to modify report templates or create new reports to support management decision making (SCLIntra Enterprise)

### Our WebEx Support

WebEx is an internet conferencing service used by SCLogic to provide technical support and training to customers. While speaking on the telephone, customers and SCLogic "meet" at SCLogic WebEx web site. Here, users can either view a live demonstration by us or allow SCLogic to take control of the SCLIntra application remotely, enabling us to troubleshoot and answer questions using real data.

### Our Support Team Services

- Live Technical Support Hours 8am to 6pm EST
- Guaranteed response and solution times proportional to problem severity
- Access to SCLIntra software development staff
- Discounted on-site technical support visits

### About MEI Distribution Solutions

MEI sells, configures, and supports the SCLIntra product from SCLogic. Our value starts where most companies' ends. SCLogic and MEI deliver a complete system based on your requirements. From delivering business continuity plans to employee productivity reports, MEI ensures the system works how you work.

For more information  
Call 651-452-6646  
Email: [info@mei2000.com](mailto:info@mei2000.com)