



In August 2008, ADS enhanced its Customer Service and Support by implementing an exclusive new service: **ADS Alert™**. ADS Alert is a new value-added service bundled with new systems and ADS maintenance agreements. ADS Alert remote monitoring service is exclusively offered through Applied Digital Solutions.

Through Secure Network Management Protocol (SNMP), ADS Alert provides remote system monitoring and employs remote diagnostics and service to maximize availability. ADS Alert is designed to reduce or even eliminate downtime in mission-critical applications.

System alerts are automatically generated by the recorder and sent to the ADS Help Desk in the event of a system incident or failure. Alerts are also sent to the customer's assigned Field Engineer's (FE) Blackberry.

When the ADS Help Desk in Louisville, Kentucky is notified, alert messages will be received and responded to by a Technical Support Analyst (TSA) according to the following process:

- The TSA reviews the error message and accesses the system to resolve the issue. System incidents are typically diagnosed and resolved without customer intervention, or even their knowledge of an incident.
- The TSA will open a service call and contact the Field Engineer if the incident requires escalation and/or onsite support.

An ADS Field Engineer will install ADS Alert. A customer site preparedness checklist is necessary prior to installation. An Internet connection to the recorder must be maintained. A customer's telecom and IT service provider may need to be contacted to verify site preparedness.

Customers currently on ADS Alert experience peace of mind knowing that their critical recording equipment is constantly being monitored for uninterrupted operation.