

Maximizing the benefits provided by SURVEYOR

Thank you for implementing SURVEYOR. This document is intended to help our customers understand the system maintenance process, what to expect out of SURVEYOR and Verdiem, and how to work with Verdiem to maximize the potential inherent in SURVEYOR. Please keep this document in an easily accessible location.

Post-Installation Actions

Verdiem's goal is to help organizations maximize energy savings while:

- minimizing user impact,
- minimizing adverse IT impact,
- providing additional useful IT benefits.

To most effectively use SURVEYOR, customers are recommended to take a few additional actions once the installation process has been completed. These actions can be categorized as either typical system maintenance or as an annual Verdiem Network Energy Analysis (NEA). Either set of actions is quick and easy.

Typical System Maintenance

SURVEYOR is designed to work in a non-invasive, seamless manner within your network – running computers more efficiently and resulting in energy savings for your organization. SURVEYOR is much more than a shutdown tool. In order to gain the most benefit, you are encouraged to design and schedule your IT processes such that they work better with SURVEYOR.

The typical system maintenance entails ensuring that SURVEYOR is up-to-date with other network changes. This includes:

- Adding SURVEYOR into any system refresh or system setup process (looking for a drop-off in 'current' computers in the SURVEYOR Admin console)
- Monitoring the system profiles (usually on a quarterly basis), looking for a drop-off in energy savings (i.e. the usage patterns have changed so the profile(s) need to be changed)

Additionally, system maintenance may include such things as porting the SURVEYOR server onto another computer system. These types of changes occur infrequently and you are encouraged to request Verdiem's help in these circumstances to minimize the time involved.

Verdiem Annual Network Energy Analysis

On an annual basis, Verdiem will help to optimize settings, provide assistance with system upgrades, and perform a general system health review. Verdiem provides an annual Network Energy Analysis as part of the Performance & Maintenance program. This process occurs over the course of one month, but only takes about 1 man-hour of your time (depending upon the –scope of work found necessary). Occasionally, customers have specific reporting needs (to meet year-end reporting requirements or other deadlines, for example) that do not coincide with Verdiem's annual Maintenance schedule. If this is the case, please contact Verdiem Support at your earliest convenience to schedule appropriately.

Verdiem's annual NEA consists of the following steps:

- SURVEYOR monitoring settings are modified as appropriate for a Network Energy Analysis (approx. 5 minutes) A data file is sent to Verdiem with the new data (approx. 15 minutes)
- Verdiem provides an analysis of the data
- Customer changes settings per Verdiem analysis recommendations (approx. 15 minutes)
- Customer upgrades system if desired and available (less than 1 hour)

Verdiem generally bills customers for this annual maintenance each year about 30 days before the contract anniversary date. Annual maintenance costs can be reduced by purchasing or contracting to purchase maintenance in multi-year packages.

Contacting Verdiem Technical Services

Verdiem technical services can be contacted to schedule an annual Network Energy Analysis or for technical support via email or phone at:

support@verdiem.com

1-866-VERDIEM OR 1-866-837-3436

We appreciate your business!