



OHM Systems, Inc.

2008 Business Updates

V-2008-01-02

Warranty, Enhancement and Support (WES) program 2008

New and improved program. Offering more included service value and ease of when billable work is needed. Using WES program and support call features vs. a WA when possible. See attached details of all the new program updates. Here are a few highlights:

Expanded the ways to use your available quarterly hours.

When a support call turns into a “billable” issue such as data fixes or similar you may sign off on a support call form for the billable time vs. sending in a WA.

OHM USER GROUP Meeting Plans and Details

Details of location, dates and planned activities and sessions along with your input form of choice of activities will be sent via email week of January 21st. This will be the commitment email to the dates and location. We are meeting with the event planners next week for all details. Please watch for this document and if by January 23 you have not received your update, notify us. We will need responses before the end of January for room commitments.

Work Authorization (WA) Guidelines.

If we did not receive an authorized sign off for the new WA procedure, you will be receiving one last reminder via email before January 13, 2008. Remember if you do not sign and return at this time and in the future require WA services, we will not be able to process until the guidelines sheet is signed by an authorized signer and returned to OHM.

WEB-CAST Group Application Training

We will be starting a monthly web-cast review and training session. All clients on WES are eligible to participate. Each month we will pick a module or group of modules. We will notify you in advance of the scheduled date and time and also ask that those wishing to participate send in your Q&A form. The Q&A form we will use to address issues, procedures and questions related to those modules. A review of Q&A list will then be posted on the OHM website from each of the sessions. Watch in your weekly newsletter for the information.

Upon receipt of any of these weekly newsletter updates you do not want to continue receiving to your email address, just send an email to admin@ohmworld.com with subject line RE: REMOVE from weekly newsletter/updates.