



OHM Systems, Inc.

2008 Business Updates

V-2008-01-03

OHM WebTools Classes - Sessions starting in February and follow up advance sessions in April. Session I will be for high level system administrators and IT personnel. Target dates of Monday, February 11th at 12:30pm – (arrive as early as 11am to setup) finishing on Friday 15 February 12:30pm. Based on a minimum of six for the class and a maximum of 8 this date will be confirmed. See registration documents attached. Deadline for response January 25th 2008.

TECH TIPS – now in addition to our weekly business update newsletter we will be offering a monthly tech tip and update. This will contain Q&A of ongoing module enhancements or changes, updated documentation, new features and R&D next releases. Changes or updates to technology of databases, operating system versions, hardware do's and don'ts and more. As it progresses we ask you please let us know what you want to see more or less of. This Tech Tip feature is to help our clients. The first release will be the end of January and monthly at the end of each month. If needed we will supplement with updates between releases. If you have any ideas or request for the Tech Tips please email to admin@ohmworld.com or if you would like to submit item to share with other OHM users please email us.

PHONE System – We are making major changes to our phone and voice mail equipment. To meet the ever changing technology. We will keep you posted but anticipate 40-50 days for completing the process. We are incorporating many of the suggestions from our clients for answering, routing and returning calls.

Tech Performance and Measurements - We are testing out measurement tools for our tech support to further aide in more efficient follow up and response time to a client on all issues. In this task support personnel on various levels may not have a call or issue open beyond a default measure set by the complexity of the matter. This means you may find more request for your participation for follow up and replies. When necessary and when OHM requires more information, follow up, testing or confirmation by the client, the client will communicate to OHM when they will be able to respond. If that date passes, OHM will send out up to two email notices with the second notice indicating a close date. Therefore **keeping your call reference id is important** to reopen an issue at a latter date. Also if you call in a new issue or email an issue you are to expect a call reference ID. If calling in you should have before the call ends, if emailed in you should have same day or no later then 10am the next business day. Report all failures to receive a call reference ID to admin@ohmworld.com - Every issue is to be logged, tracked and closed via a call reference number or a Work Authorization number. Now is your time to SPEAK OUT. Attached is a form for any and all suggestions to improve our support efforts. In addition to the attached form, we welcome your comments and input anytime. We can only grow and improve with your feedback.

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.