



# IntelTrac Support & Maintenance

## About Wonderware

Wonderware Mobile Solutions is the leader in integrated Mobile Workforce and Decision Support System solutions for process manufacturing industries. Our solutions help process-intensive industries improve asset reliability, safety and worker productivity, resulting in sustainable benefits across plant functions.

### Wonderware Mobile Solutions

Westchase Corporate Center  
10111 Richmond Ave., Suite 650  
Houston, TX 77042  
Phone: 713.344.2600  
Fax: 713.344.2650  
Toll Free: 888.461.9690  
[mobilesolutions.wonderware.com](http://mobilesolutions.wonderware.com)  
[mobilesolutionsinfo@wonderware.com](mailto:mobilesolutionsinfo@wonderware.com)

## Support Throughout the Entire Life Cycle

Wonderware's IntelTrac® is the industry's leading mobile workforce and decision support system. IntelTrac accelerates and sustains operational process improvements and is key component of an effective Operations Management System. Wonderware's Operations Group incorporates professional services, customer support and training to guide your company throughout the entire life cycle of your IntelTrac System.

### Exceptional Service & Support

Wonderware proudly maintains an impressive 95% customer renewal rate due to the quality of service that our IntelTrac support group provides. The support group is comprised of knowledgeable and friendly associates who resolve customer issues as quickly and accurately as possible. Our team of experts is easily accessible via email, live telephone and the Web. We make every effort to ensure your IntelTrac System performs to your expectations, and to keep your mobile employees productive without interruption.

Wonderware's annual software support and maintenance agreement provides your company with the latest system enhancements and technical support to ensure that your IntelTrac system is taking advantage of the latest updates and is running efficiently.

Wonderware has invested in the latest tools and applications to enable us to support your organization accurately and quickly. Our goal is to ensure that your IntelTrac system is running at the highest level of performance and with the most current version of software features available.

In addition, the annual IntelTrac software support and maintenance agreement provides your company with access to Wonderware's technical support, engineering, quality assurance, and on-site support teams, to ensure rapid support and resolution to technical issues.

### The IntelTrac software support and maintenance agreement includes the following technical service, support and upgrades:

- Customer assistance and technical phone support is available from 7:00am to 5:00pm (CST) for help with troubleshooting IntelTrac system interruptions. Wonderware Customer Support provides multiple access including live phone assistance, online assistance and real-time direct access to view and trouble shoot systems.
- Software upgrades, new releases, and enhancements of the IntelTrac software modules purchased in the original system.
- Hot fixes and service packs as needed between major releases.
- On-site technical support billed on an hourly or daily basis at standard rates plus travel.



Software Solutions for Real-Time Success<sup>SM</sup>