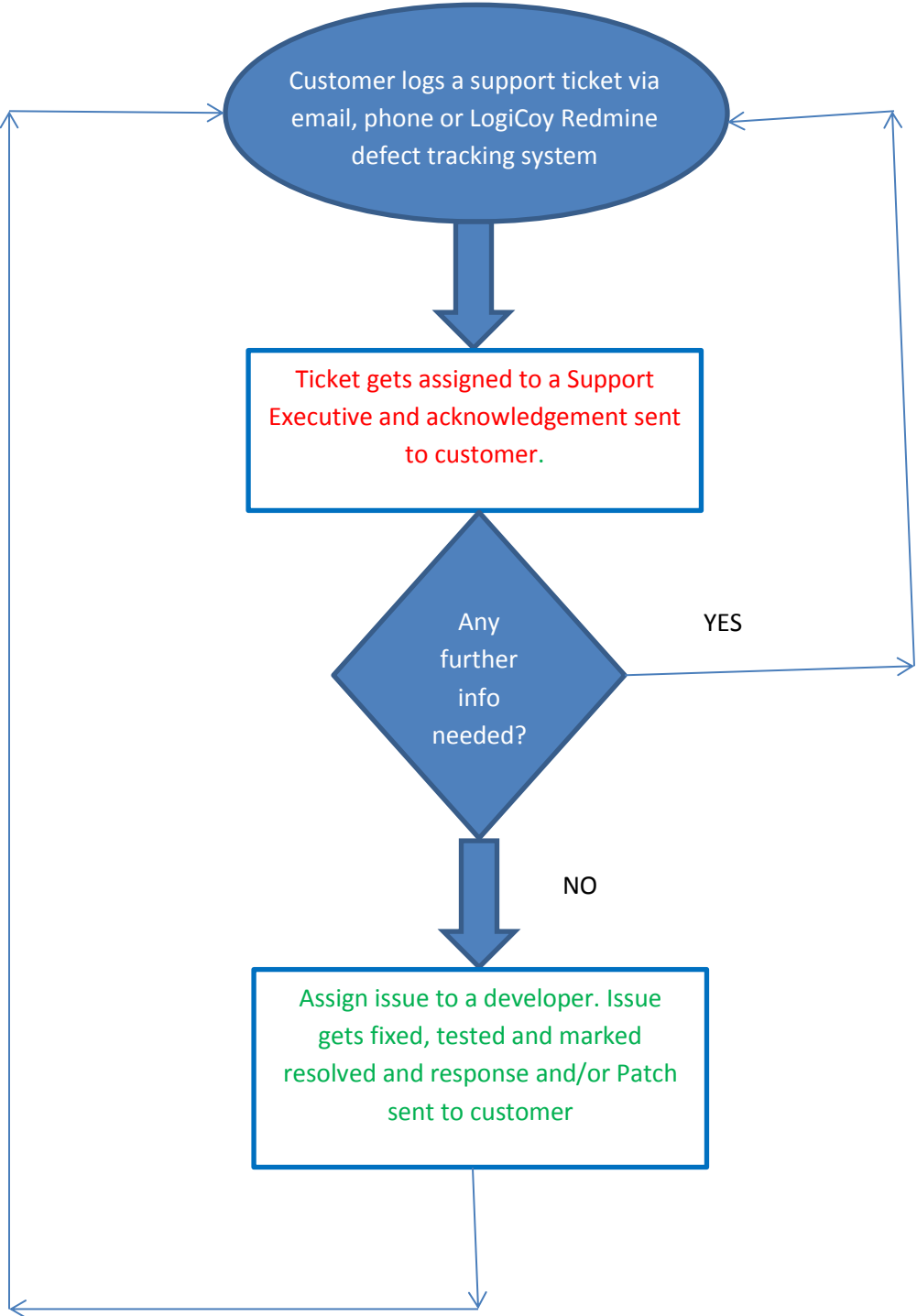


An introduction to LogiCoy OpenESB Support process:

LogiCoy provide a very simple and intuitive support process for its customers. LogiCoy has many satisfied OpenESB customers due to its excellent support services. Many a times customer directly interacts with the developer assigned which results in faster recreation of issues and resolution.



LogiCoy OpenESB Support Options:

Logicoy provide various support options.

Platinum:

This is the highest level of support plan which guarantees one hour response time support, 24X7, 365 days. Customers can log unlimited number of incidents in this plan. This plan provides additional tools from LogiCoy like LogiCoy ESB Enterprise Monitor and Enterprise Admin Console. It includes the product training and issues can logged via chat or via a toll free number.

Gold:

This is the one level below the Platinum plan with restriction to the number of tickets logged and response time.

Other support plans are Silver and Bronze.

For complete details on OpenESB support plans, please visit: <http://logicoy.com/opensb-support/>