



OLI service levels for clients

Bring OLI experts onto your team

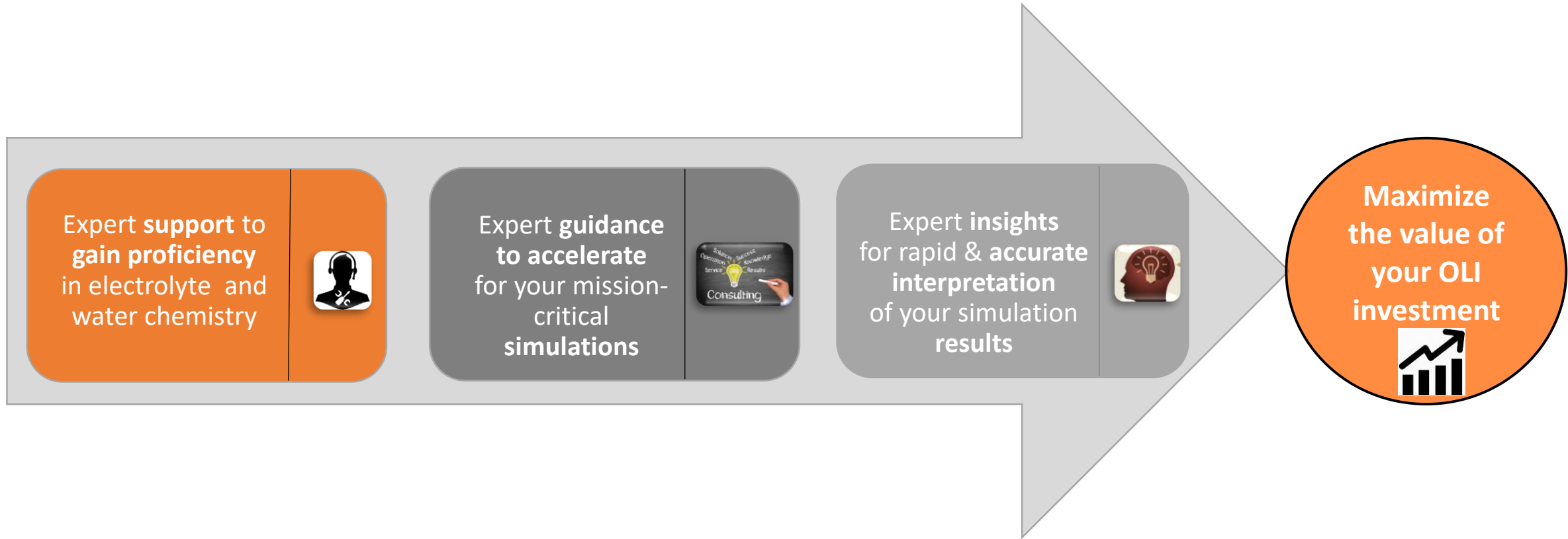
March 2019

think simulation

getting the chemistry right

**Introducing new Tiered Services Offerings
to deliver confidence and increase ROI**

Why purchase an OLI service level?



Expert support to gain proficiency in electrolyte and water chemistry



Expert guidance to accelerate for your mission-critical simulations



Expert insights for rapid & accurate interpretation of your simulation results



Maximize the value of your OLI investment



New tiered services offerings

Combining training, support, consulting and data validation



BRONZE BASIC

Installation, Configuration,
and Bugs
(web based)

Self service

**Free with license
purchase**



SILVER STANDARD

For standard, personalized
support including DR, training
and data validation

Standard personalized support



GOLD PREMIUM

For advanced support,
comprehensive training,
advanced DR and data
validation

Acquire advanced expertise



PLATINUM SUPERIOR

For premium service levels for
support and DR, consulting
and data validation with on-
site training

Maximize outcomes

Pre-paid Service Levels (varying levels of support levels, application consulting,
on-demand and on-site training, data validation, dedicated OLI consultant)

Pricing ranges from 25% to 60% of the software lease value depending on the package selected; custom training & consulting available separately

Tiered Service levels

Feature summary

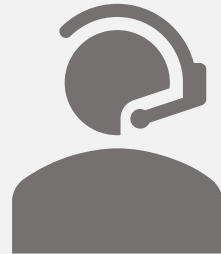
FEATURE	DESCRIPTION	BRONZE Service	PREMIER Support*	SILVER Service	GOLD Service	PLATINUM Service	DIAMOND Service*
Support & consulting EST working hours for response time	Web support for Installation, configuration and bugs; best efforts on responses	✓					
	Phone and Web Support; 8 hour initial response		✓	✓			
	Phone and Web Support; 6 hour initial response				✓		
	Phone and Web Support; 4 hour initial response					✓	✓
	Dedicated technical support representative to coordinate all services requests			✓	✓	✓	✓
	Disaster Recovery Basic (license, 8 hours of remote support)			✓			
	Disaster Recovery Advanced (license, dedicated virtual machine, 16 hours of remote support)				✓	✓	✓
	8 hours (1 day) application consulting			✓			
	24 hours (3 days) application consulting				✓		
	64 hours (8 days) application consulting					✓	✓
Training	On-demand web training	✓		✓	✓	✓	✓
	Three, 2 hour custom online sessions (or) One standard instructor led 6 hour web training			✓			
	Six, 3 hour custom online sessions				✓		
	Up to 4 days onsite training (1 or more sessions) global travel is additional charge					✓	✓
	2 hours/ month ad-hoc Q&A session w/ consultant		✓	✓			
	4 hours/ month ad-hoc Q&A session w/ consultant				✓		
Data validation discussions	Data validation services for up to 3 systems - selected validation plots (up to 25) + 1 hour discussion with OLI technical consultants regarding chemistry			✓			
	Data validation services for up to 5 systems - selected validation plots and selected references (up to 50) + 2 hours discussion with OLI technical consultants regarding chemistry				✓	✓	✓

Customized offerings for targeted client segments

Very small and large multi-national clients have unique support requirements



PREMIER technical support



For clients who would like
phone, email and web access to OLI
Client Support Consultants
for ad-hoc questions

INTENDED FOR LICENSES < \$20,000 USD / YEAR

DIAMOND enterprise service



Enterprise level services custom
tailored to your company needs

FOR LICENSES > \$200,000 USD / YEAR

While Silver, Gold or Platinum will meet the needs of most OLI clients, some clients will find these specialized service levels valuable

Service levels

Pricing

Annual lease amount, USD	# of Users	BRONZE Support	PREMIER Support	SILVER Service	GOLD Service	PLATINUM Service	DIAMOND Service
< \$20,000	1	Fee included with software license	10% LEASE FEE	Not applicable			
\$20,000 – \$49,999	<9		Not Applicable	\$7,500	\$15,000	\$22,500	Not applicable
\$50,000 – \$99,999	<25			\$15,000	\$30,000	\$45,000	
\$100,000 - \$149,999	<50			\$20,000	\$40,000	\$60,000	
\$150,000 - \$199,999	<75			\$30,000	\$60,000	\$90,000	
> \$200,000	<250			Not applicable			

OLI recommends

- ✓ A minimum of SILVER service for maximum benefit from OLI technology
- ✓ PLATINUM service when you would like to include onsite rather than web training and / or onsite technical consultant visits
- ✓ Large clients spending over \$200,000 annually should develop a customized program; pricing will be ~25% of annual lease amount

Pricing example for silver level service

Pricing for a small OLI client

FEATURE	Silver Services DESCRIPTION
Support & consulting EST working hours for response time	Phone and Web Support; 8 hour initial response
	8 hours (1 day) application consulting
	Disaster Recovery Basic (license, 8 hours of remote support)
Training Online class credit may be applied towards onsite	Free on-demand web training
	Three, 2 hour custom online sessions
	2 hours/ month ad-hoc Q&A session w/ consultant
Data validation discussions	Data validation services for up to 3 systems - selected validation plots (up to 25) + 1 hour discussion with OLI technical consultants regarding chemistry

For an annual lease of \$40,000 with 6 users

Silver Service price:	\$7,500
Value of package:	\$33,700
Value-added OLI services:	\$26,200

Client Benefits

- ✓ Leverage OLI's support to train additional users and increase skills and capabilities of existing users
- ✓ Enhance internal credibility of modeling team and deliver better business outcomes with accurate insights
- ✓ Lock into a savings of \$26,200 per year with a silver services contract
- ✓ Incorporate services into budget cycle and avoid ad-hoc approvals during the year

Pricing example for gold level service

Pricing for a mid-size OLI client

FEATURE	Gold Services Package DESCRIPTION
Support & consulting EST working hours for response time	Phone and Web Support; 6 hour initial response
	24 hours (3 days) application consulting
	Disaster Recovery (Advanced); license, dedicated VM, upto 16 hours of remote support
Training Online class credit may be applied towards onsite	Free on-demand web training
	Six, 3 hour custom online sessions
	4 hours/ month ad-hoc Q&A session w/ consultant
Data validation discussions	Data validation services for up to 5 systems - selected validation plots (up to 50) + 2 hours discussion with OLI technical consultants regarding chemistry

For an annual lease of \$75,000 with 15 users

Gold Service price:	\$30,000
Value of package:	\$68,200
Value-added OLI services:	\$38,200

Client Benefits

- ✓ Leverage OLI's support to train additional users and increase skills and capabilities of existing users
- ✓ Enhance internal credibility of modeling team and deliver better business outcomes with accurate insights
- ✓ Lock into a savings of \$38,200 per year with a gold services package
- ✓ Mitigate downtime risk in the event of a natural disaster with Advanced Disaster Recovery remote support for OLI applications
- ✓ Incorporate services into budget cycle and avoid ad-hoc approvals during the year

Pricing example for platinum level service

Pricing for a large OLI client

FEATURE	Platinum Services Package DESCRIPTION
Support & consulting EST working hours for response time	Phone and Web Support; 4 initial response
	64 hours (8 days) application consulting
	Disaster Recovery (Advanced); license, dedicated VM, upto 16 hours of remote support
Training Online class credit may be applied towards onsite	Free on-demand web training
	Up to 4 days onsite training (1 or more sessions); global travel is additional charge
	6 hours/ month ad-hoc Q&A session w/ consultant
Data validation discussions	Data validation services for up to 5 systems - selected validation plots (up to 50) + 2 hours discussion with OLI technical consultants regarding chemistry

For an annual lease of \$145,000 with 55 users

Platinum Service price: \$60,000

Value of package: \$108,200

Value-added OLI services: \$48,200

Client Benefits

- ✓ Leverage OLI’s support to train additional users and increase skills and capabilities of existing users
- ✓ Enhance internal credibility of modeling team and deliver better business outcomes with accurate insights
- ✓ Lock into a savings of \$48,200 per year with a gold services package
- ✓ Mitigate downtime risk in the event of a natural disaster with Advanced Disaster Recovery remote support for OLI applications
- ✓ Incorporate services into budget cycle and avoid ad-hoc approvals during the year

Service levels

What about...?

Large Enterprise accounts

Diamond service is custom services and pricing for OLI large accounts

Specific benefits will be calculated when determining final product slate and lease level

Dedicated consultant

Technical consultant assigned to the account

Regular check-ins, health-checks and internal OLI champion

Flexibility to modify service options

Yes! There is some flexibility to make changes particularly for training and consulting.

However, remember that benefits cannot be carried over

Custom or Added benefits

Training or consulting may be added to an account at the start of the license

This is recommended, since benefits added in advance will be at discounted rates

Do you still have questions?

Contact sales@olisystems.com for more information about your specific situation

Selected individual, “à la carte” services

Purchase as needed

FEATURE	DESCRIPTION		Cost, USD
Support & Consulting	Application support	OLI consultants working with you on your cases	\$300 / hour
	OLI simulation studies	OLI consultants as the principal investigator on your simulation	\$2,400 - \$2,800 / day
	Support retainers	Application support in 3-day packs at a cost savings	\$6,500 / 3 days
Training	Standard web training	8 hours in 3 sessions (upto 4 people)	\$2,400
	Custom web training	8 hours in 3 sessions on a case you submit (upto 4 people)	\$4,800
	Onsite training	2, 3, or 4-day workshops at your location	See training schedule
Data questions	Data validation discussions	Report preparation for evaluating the accuracy of a particular chemistry simulation in OLI software (No plots, references or spreadsheets – discussions only)	\$300 / hour
	Thermophysical modeling	Extend the OLI database with simulation parameters for new chemistry	Ask for estimate

- ✓ OLI offers quick response time for mission-critical help
- ✓ OLI experts offer a combination of case setup, execution and interpretation along with technology transfer to your team
- ✓ Back up your guesswork with the science of electrolyte thermodynamics, reducing the risk in your recommendations

OLI Technical Consultants

An additional benefit when you purchase a service level



OLI is investing in clients who make OLI their strategy

- A dedicated technical consultant assigned to your account
- Periodic check-ins
- Open-ended dialog about what is mission-critical to you
- Someone to expedite your requests

Service levels

... Ensure your Success!



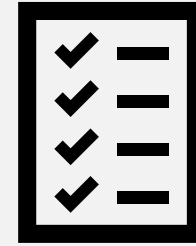
**Improve your
bottom line**

**By bringing
OLI experts
in water chemistry
onto your team**



**Increase your
competitive edge**

**By growing in
OLI simulation
proficiency**



**Make decisions
with confidence**

**By taking
advantage of OLI's
unique simulation
capabilities**

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Thanks for your attention!