



TRAINING

VERISURF X

**MAXIMIZE THE
VALUE OF VERISURF
SOFTWARE**

VERISURF TRAINING AND CONSULTING

Maximizing your metrology software investment with education, process evaluation, integration and best practices.

Verisurf metrology software solutions are powerful and use advanced, evolving technology. Training is very important to insure accurate software operation, adherence to processes, data management, reporting and overall success, as it relates to each customer's unique environment. Verisurf training and consulting services have been developed to be comprehensive, flexible and highly customized to meet the differing needs and applications of each customer. Prior to training a detailed questionnaire is completed by the customer, which is used to modify the course work so that real-world examples are used during each session. Students are even encouraged to bring their own part samples to class.

FOCUSED TRAINING

Training sessions held at Verisurf's facility are conducted in a professional and structured environment. It is important to maintain this structure when sessions are conducted onsite at the customer's location as well. Requirements for onsite training include:

- Quite, well lighted room
- Access to customer metrology devices
- Uninterrupted attention by students (No cell phone or PDA usage)
- Adherence to instruction schedule (Regular breaks apply)

EXTENDED CONSULTING

Additional days can be added to any customer onsite training to provide extended consulting. This may include integration, process management, data management, or other special project consulting.

Three distinct training services are available:

Basic Training

Basic training is conducted either at the Verisurf facility in Anaheim, California or onsite at the customer's location. This is a three-day Getting Started training and covers all aspects of Verisurf X software. Upon completion each student receives an individual certificate of completion.

Advanced Training

Advanced training is a custom tailored course conducted onsite at the customer's location. This session includes onsite evaluation of manufacturing processes and recommendations for metrology solutions and best practices. In depth instruction is provided based on the customer's manufacturing environment, processes, reporting structure, data management requirements and other variables. Upon completion each student receives an individual certificate of completion.

Certification Training (Training a Trainer)

Certification Training is a rigorous five-day course conducted at the Verisurf facility in Anaheim, California. Not everyone is guaranteed to pass this course and receive a Verisurf Certified Trainer certificate, but for those that do, they will have the confidence and ability to effectively train others in the proper use of Verisurf X software.

For more information about Verisurf Training and Consulting contact your Sales Engineer, visit www.versurf.com or email sales@versurf.com



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TRAINING



BASIC



MEASURE



BUILD



ANALYSIS



REVERSE



SUPPORT



CONNECT





SUPPORT

VERISURF^X

SOFTWARE MAINTENANCE AND TECHNICAL SUPPORT

A comprehensive approach to realize maximum value from Verisurf metrology software.

STAY CURRENT AND PRODUCTIVE WITH TOTAL CUSTOMER SUPPORT

SOFTWARE MAINTENANCE AND SUPPORT

- Keep yourself connected and current
- Maintain device compatibility
- Download all service packs, updates and major releases
 - Software updates
 - Firmware updates
 - Driver updates
 - Support for emerging file formats
- Access the user forum
- Access 'how to' videos
- Access hosted training Webinars
- Email technical support
- Telephone technical support
- Remote troubleshooting access
- Customer site courtesy visits
- Trouble ticket case management

TERMS

- Maintenance and Support activation period is listed on the customer quote and on the Verisurf Maintenance and Support invoice for each seat of software.
- The Maintenance and Support Agreement is fully earned and active upon billing and is non-refundable.
- Telephone and email support are available during the hours of 7:00 AM to 5:00 PM (PST), Monday – Friday.
- All downloads and access to virtual support is available 24/7 via the Web with customer login at www.verisurf.com.

Software Maintenance

Maintaining a Maintenance Agreement for Verisurf Software is critical to overall customer success. As metrology hardware devices, software and best practices continue to evolve, so do supporting software drivers, patches, firmware and the need to be kept up to date.

To activate your Verisurf Software Maintenance Agreement contact your Sales Engineer, visit www.verisurf.com or email sales@verisurf.com.

Technical Support

With over 100-years of combined metrology experience, the Verisurf technical support team are the ones to turn to. Verisurf X is intuitive and easy to use, but if questions or problems arise help is just an email or phone call away.

Verisurf User Forum [HTTP://VERISURF.COM/FORUM](http://www.verisurf.com/forum)

Verisurf users are an active community and freely share tips, tricks and advice via the Forum. Login to take advantage of this resource and to share your knowledge as well.

- Search by Keywords or Author in whole Forum or selected Subforums.
- Get answers to archived questions. Chances are someone has already asked and received an answer to your question.
- Post your own unique question and wait for a reply. The Verisurf technical support team frequently check the forum and provide feedback.
- View screen shots and step-by-step directions for typical processes
- Dialogue with other Verisurf users



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SUPPORT

