

InterSystems Partner Program Welcome Guide

Welcome to the InterSystems Community.

We are keenly aware that our success depends upon the success of our customers. That's why we want to do more than provide the best technology and support available – we want to be a true partner to everyone who uses our products.

This guide outlines our Partner Program and provides you with tools that will help you succeed with our technology. I encourage you to take advantage of all the program has to offer. Thank you for choosing InterSystems, and I look forward to a long and successful partnership.

Best Regards,

A handwritten signature in black ink, appearing to read "John McCormick". The signature is fluid and cursive, with a large initial "J" and "M".

John McCormick

Chief Operating Officer

InterSystems Corporation

Table of Contents

I.	Introduction	Page 1
II.	Partner Program Benefits	Page 1
III.	Tips For Success	Page 1
IV.	About InterSystems' Sales Organization	Page 2
V.	Valuable Resources at InterSystems	Page 2
VI.	Quick Reference – Departments	Page 3
VII.	Quick Reference – Helpful Links	Page 4
VIII.	InterSystems DEVCON – Our Annual Developers Conference	Page 5
IX.	Application Development Advice	Page 5
X.	Documentation	Page 6
XI.	Learning Services	Page 6
XII.	Worldwide Response Center	Page 7
XIII.	Partner Marketing Services	Page 8
XIV.	Logo Usage and Brand Guidelines	Page 10
XV.	Money-Back Guarantee	Page 11

I. Introduction

Our primary business goal is to make our application partners more successful. To that end, we are providing this guide about the InterSystems Partner Program – a range of benefits, from product training to joint marketing opportunities – that are available to you as our partner.

II. Partner Program Benefits

One of the benefits we encourage you to take advantage of is participation in our Application Partner Catalog. This online directory contains information about our application partners worldwide, and is accessed by visitors to our website every day. You can easily create an entry for your company in the partner catalog, and instantly open up new sales opportunities. To learn how, turn to page 8.

Another benefit of the partner program is InterSystems Learning Services, which offers hands-on classroom training, online learning modules, and certification courses. For more information on our learning services, please turn to page 6.

One dimension of our partner program is to enhance your marketing effectiveness. You can arrange to meet with members of our marketing team to discuss opportunities for joint marketing efforts, such as press releases and trade show exhibits. In addition, our experienced marketing professionals will provide free consultation on your go-to-market strategies. We also provide complimentary copies of our core collateral pieces to augment your sales and marketing efforts. More information about our partner marketing services can be found on page 8.

Please take a few minutes to read about the opportunities open to you, and feel free to contact us if you have any questions. We look forward to helping you become more successful.

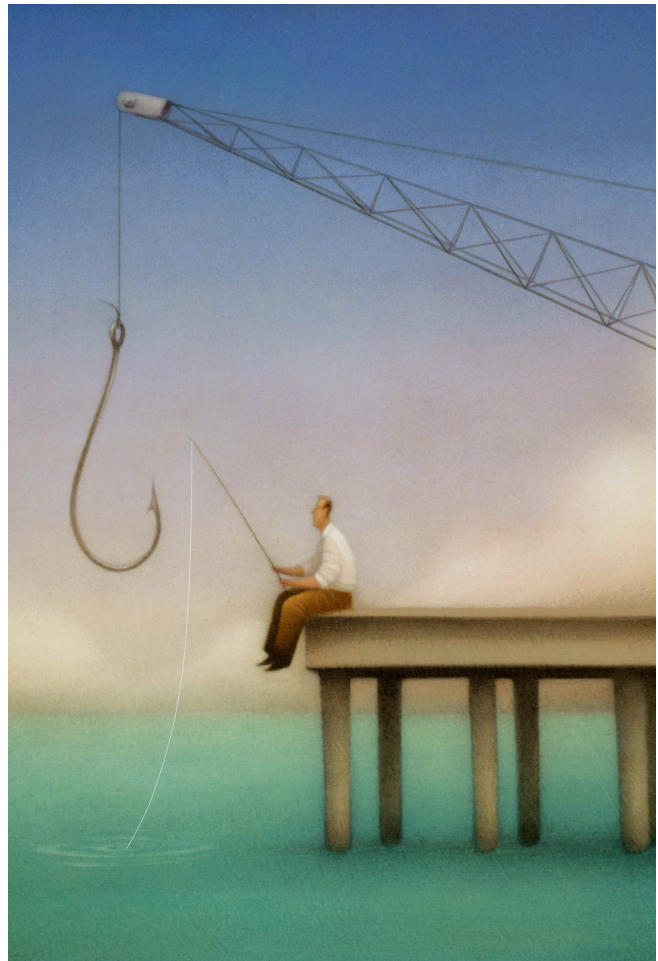
III. Tips For Success

- Subscribe to our e-mail lists to stay informed on new releases, training opportunities, upcoming events and more at InterSystems.com/support/maillinglist.html
- Register for free online training through InterSystems Learning Services at InterSystems.com/education or by calling 617.621.0600.
- Contact the Emerging Sales Department at 617.621.0600 with any general questions along the way. Most of your technical questions can be answered by the Sales Engineer assigned to you.
- Contact our 24x7 Worldwide Response Center at 617.621.0700 or support@InterSystems.com for a username and password.
- Add your company listing to the Application Partner Catalog (see page 8).
- Sign up for online license ordering through Customer Operations by calling 617.577.3600 or by sending an email to orderproc@InterSystems.com
- Review the Public Relations Jump Start form enclosed and contact the North American Marketing department at 617.621.0600 to discuss potential PR opportunities.
- Receive complimentary copies of our core collateral pieces by faxing back the order form provided, or by calling the North American Marketing department at 617.621.0600.
- Attend InterSystems DEVCON, our annual worldwide developers conference.

IV. About InterSystems' Sales Organization

Your Emerging Sales Representative should be used as your main point of contact and serves as your liaison to all other departments within InterSystems. He/she will point you in the right direction for anything from initial licensing and pricing inquiries, to product updates and recent release information. Please see the next page for a listing of the regions each representative covers.

Field Sales Representatives are paired in regional teams and consist of an Account Manager and a Sales Engineer. Your Sales Engineer is an excellent contact for advice while you are in the development stage. They can help with ideas for new application design and implementation, migrations to InterSystems Caché® or InterSystems Ensemble® from other technologies, and deployment topologies. Sales Engineers work hand-in-hand with the Worldwide Response Center (WRC) and will refer you to support if necessary. When you reach the deployment stage, the WRC will serve as your primary contact for technical questions. Please see page 7 for more information on the WRC.



V. Valuable Resources at InterSystems

There are many InterSystems resources available to you as you move through the various stages of application development and deployment. The chart below outlines whom to contact at each stage. Just call our main number at 617.621.0600 and ask to be connected to any of the areas shown below.

	1. DEVELOPMENT STAGE	2. DEPLOYMENT STAGE	3. RESALE STAGE
MAIN CONTACT	Emerging Sales Representative	Emerging Sales Representative	Emerging Sales Representative
TECHNICAL CONTACT	Field Sales Representative – Sales Engineer	Worldwide Response Center	Worldwide Response Center
TRAINING CONTACT	Learning Services	Learning Services	Learning Services
LICENSING CONTACT	Emerging Sales Representative	Customer Operations	Customer Operations

VI. Quick Reference – Departments

We are headquartered in Cambridge, Massachusetts. In addition to our Cambridge office, we have sales offices in New York City and Vienna, Virginia. If you are thinking about expanding your business to international markets, keep in mind that we have offices in 22 countries and you are welcome to coordinate expansion efforts through your Emerging Sales Representative. For a full listing of InterSystems' offices, please visit us online at InterSystems.com/offices

WORLD HEADQUARTERS

One Memorial Drive
Cambridge, MA 02142
USA
Tel: 617.621.0600
Fax: 617.494.1631
Website: InterSystems.com
Directions: InterSystems.com/offices/headquarters.html

CUSTOMER OPERATIONS DEPARTMENT

Jennifer Stone
Manager, Customer Operations
Address: World Headquarters
Tel: 617.577.3600
Fax: 617.225.3081
Email: orderproc@InterSystems.com

DOCUMENTATION DEPARTMENT

Gregory A. Baryza
Manager
Address: World Headquarters
Tel: 617.551.2111
Fax: 617.494.1631
Email: baryza@InterSystems.com

EMERGING SALES DEPARTMENT

Scott Palmer
Emerging Sales Representative
Region: Eastern United States & Canada
(AL, CT, DE, DC, FL, GA, KY, MA, MD, ME, MS, NC, NH, NJ, NY, OH, PA, RI, SC, TN, VA, VT, WV) & Canada
Address: World Headquarters
Tel: 617.225.3044
Fax: 617.494.1631
Email: palmer@InterSystems.com

Aphrodite Giannakopoulos

Emerging Sales Representative
Region: Western United States & Mexico
(AR, AZ, CA, CO, IA, ID, IN, IL, KS, LA, MI, MN, MO, MT, ND, NE, NM, NV, OK, OR, SD, TX, UT, WA, WI, WY) & Mexico
Address: World Headquarters
Tel: 617.225.3195
Fax: 617.494.1631
Email: ag@InterSystems.com

LEARNING SERVICES

Jim Breen
Director of Learning Services
Address: World Headquarters
Tel: 617.577.3652
Fax: 617.494.1631
Email: breen@InterSystems.com
Website: InterSystems.com/education

John Paladino

Vice President of Client Services
Address: World Headquarters
Tel: 617.225.3007
Fax: 617.494.1631
Email: John.Paladino@InterSystems.com
Website: InterSystems.com/education

MARKETING DEPARTMENT

Jerry Hinch
Director of North American Marketing
Address: World Headquarters
Tel: 617.225.3129
Fax: 617.494.1631
Email: jhinch@InterSystems.com

SALES DEPARTMENT

Matt Nee
Vice President, North American Sales
Address: World Headquarters
Tel: 617.225.3172
Fax: 617.494.1631
Email: mnee@InterSystems.com

WORLDWIDE RESPONSE CENTER

InterSystems Support Hotline
Open 24 hours a day, 7 days a week
Tel: 617.621.0700
Fax: 617.374.9391
Email: support@InterSystems.com
Website: InterSystems.com/support

John Paladino

Vice President of Client Services
Address: World Headquarters
Tel: 617.225.3007
Fax: 617.494.1631
Email: John.Paladino@InterSystems.com
Website: InterSystems.com/support

Marcelo Carou

Director of Customer Support
Address: World Headquarters
Tel: 617.577.3680
Fax: 617.494.1631
Email: carou@InterSystems.com
Website: InterSystems.com/support

VII. Quick Reference – Helpful Links

APPLICATION PARTNER CATALOG

To add or revise a listing in the Application Partner Catalog, or to search for partner services:

[InterSystems.com/catalog](https://inter-systems.com/catalog)

CACHÉ DEVELOPERS CORNER AND NEWSGROUP

To see what's new with InterSystems Caché technology and join our online newsgroup:

[InterSystems.com/cache/devcorner](https://inter-systems.com/cache/devcorner)

CACHÉ SKILLS EXCHANGE PORTAL

The Caché Skills Exchange Portal provides easy access to Caché talent and Caché job opportunities.

To learn more about the Caché Skills Exchange Portal, visit us at cacheskills.com

CACHÉ TECHNOLOGY PARTNER PROGRAM

If you have a product that complements the features and capabilities of InterSystems' technology, please visit us online to learn more about our Caché Technology Partner Program:

[InterSystems.com/partners](https://inter-systems.com/partners)

CERTIFIED EXPERTS

For a listing of InterSystems technology “Certified Experts” to help you with additional support or services go to [InterSystems.com/cache/education](https://inter-systems.com/cache/education) and click on “Caché Certification” on the menu at the left.

CORPORATE MANAGEMENT

To learn more about our Corporate Management team go to [InterSystems.com/aboutus](https://inter-systems.com/aboutus) and click on the “Corporate Management” link on the menu at the left.

DEVELOPER DOWNLOAD PROGRAM

By subscribing to the Developer Download Program Announcements, you are guaranteed to hear about the latest additions available for download the moment they are posted. Please visit us online to sign-up for announcements at:

[InterSystems.com/cache/fieldtest](https://inter-systems.com/cache/fieldtest)

DOCUMENTATION

To view online documentation for Caché:

[InterSystems.com/cache/downloads/documentation](https://inter-systems.com/cache/downloads/documentation)

To view online documentation for Ensemble:

[InterSystems.com/ensemble/docs](https://inter-systems.com/ensemble/docs)

EMAIL NEWSLETTERS

To sign up for product news and receive information on what's happening at InterSystems:

[InterSystems.com/support/maillinglist.html](https://inter-systems.com/support/maillinglist.html)

ENSEMBLE IMPLEMENTATION PARTNER PROGRAM

The Ensemble Implementation Partner Program is designed to create and support a close working relationship between InterSystems and systems integrators who provide integration and implementation services. To learn more about the program:

[InterSystems.com/partners](https://inter-systems.com/partners)

ENSEMBLE NEWSGROUP

To join the InterSystems Ensemble newsgroup go to [InterSystems.com/ensemble](https://inter-systems.com/ensemble) and click on “Ensemble Newsgroup” on the menu at the left.

WORLDWIDE EVENTS LISTING

For a listing of events and tradeshow we're participating in worldwide:

[InterSystems.com/events](https://inter-systems.com/events)

WORLDWIDE OFFICE LISTING

For a complete listing of our offices:

[InterSystems.com/offices](https://inter-systems.com/offices)

ZEN COMMUNITY

The Zen Community is an interactive online meeting place for users of the InterSystems Zen™ web development framework. Through the Zen Community users can find helpful information, ask questions, share their experiences, and exchange code. The community is comprised of partners, customers and InterSystems employees. For more information, please see [InterSystems.com/community/zen](https://inter-systems.com/community/zen)

VIII. InterSystems DEVCON – Our Annual Developers Conference

Every year around springtime, our customers gather at DEVCON to learn about the latest advances in our technology, and receive hands-on training for new features and functionality. This is an opportunity to network with others in the InterSystems community, talk directly with InterSystems' senior managers and developers, and attend informative breakout sessions.

DEVCON also provides opportunities to:

- Submit a detailed description of your most innovative application project to be eligible to win an InterSystems Innovator Award (see below)
- Exhibit in our Partner Pavilion
- Join a panel discussion to share your experiences regarding InterSystems technology

See details about the dates and location of our next DEVCON in the events section of our website (under the horizontal navigation menu tab labeled "About Us").

InterSystems Innovator Award Program

One highlight of DEVCON is the InterSystems Innovator Awards, which honor creativity and technical excellence on the part of our application partners. To be eligible, you must submit a detailed description of your Caché- or Ensemble-based application. Submissions are judged by leading industry analysts and cash prizes are awarded on the basis of the most innovative use of InterSystems' technology. You will receive mail from us about the next opportunity to enter this contest.

To stay informed about our annual developer's conference, sign up to receive our e-UpDate Newsletter at InterSystems.com/support/maillinglist.html

IX. Application Development Advice

Application Design

It's always exciting for us to learn about the new ways in which our partners are putting our technology into practice. Please call your Sales Engineer to brainstorm about ideas that can decrease your time-to-market and ensure that you're making the best use of the technology.

Migration Advice

If you're undergoing a migration initiative to move customers to your Caché- or Ensemble-based application please contact your Sales Engineer. They will work with you to help make the migration as smooth and rapid as possible.

Application Benchmarking

We welcome the opportunity to work with you on application benchmarking exercises. To learn more about benchmarking your application's performance, please contact your field sales team (Account Manager or Sales Engineer). Results of these exercises often lead to joint marketing opportunities such as press releases (at no cost to you) and we look forward to hearing about the results.

Developer Download Program

Join our beta tester program to have an advanced view of what is coming in future product releases, and to get a chance to directly influence our development and support services. A valid WRC Online account is required. To learn more:

InterSystems.com/cache/fieldtest

X. Documentation

As a convenience to our partners, we provide online access to documentation for recent versions of Caché and Ensemble. Please follow the links below to reference all of the documentation, help guides and release notes available.

To view online documentation for Caché:
InterSystems.com/cache/downloads/documentation

To view online documentation for Ensemble:
InterSystems.com/ensemble/docs

A complete set of documentation is also available in PDF form on the distribution DVD sent with every order. Simply open the medium on your local machine, and the directory containing the PDFs will be visible at the top-level of the DVD. A Technical Article included in the set provides information and instructions on how to work with a document services company to produce hardcopy from these PDFs.

XI. Learning Services

InterSystems Learning Services offers a variety of educational opportunities to help customers learn and become adept at working with our technology. These include classroom and Web-based instruction, self-paced tutorials, and certification programs. We also promote the teaching of Caché at colleges and universities, and maintain a placement portal for students and other professionals who are trained in the use of Caché.

Classroom Training

With minimal presentation and maximal hands-on, we train application developers, systems administrators and systems integrators in real-life scenarios. This is done in our facility or yours.

To find the learning path that best suits your needs, visit us online at InterSystems.com/education. If you have specific training requirements, please contact InterSystems Learning Services to discuss your options at 617.621.0600.

e-Learning Training

The InterSystems e-Learning Center provides free on-demand access to critical knowledge about Caché to allow application developers, systems administrators and systems integrators to expand their skills at any time, from the convenience of their home or office.

Within the e-Learning Center, you can:

- Attend live online sessions presented by InterSystems Knowledge Experts
- View recorded sessions on various topics any time
- Easily search for live sessions, recorded content and important documents by category or keywords
- Access learning tracks; a collection of learning content, structured to support a main topic

For more information on upcoming classes and live webcasts, please visit us online at

InterSystems.com/education

e-Learning Newsletter

To receive updated training information delivered right to your inbox visit us at:

InterSystems.com/support/maillinglist.html

Certification Programs

InterSystems Learning Services offers professional and expert certification programs which provide a standardized measurement of skills, knowledge, and applied experience with InterSystems technology. All professional exams may be taken online; expert exams are written.

1. Caché Professional Certification

Caché Professional Certification is offered in two disciplines: administrator and developer. To select the path best suited for you, visit us online at InterSystems.com/cache/education and click on “Caché Certification” on the menu at the left.

2. Ensemble Professional Certification

To achieve certification as an Ensemble Professional Integrator, a series of online exams must be taken. Each exam measures competency in a specific area, such as Ensemble Mechanics, BPL, and BAM. To learn more about the certification program for Ensemble, please visit us online at InterSystems.com/ensemble/education and click on “Ensemble Certification” on the menu at the left.

3. Caché Certified Expert Program

Caché Certified Experts attend expert classroom training, pass a written examination and receive approval from InterSystems to provide services and support to application developers. For details on how to become a Caché Certified Expert, or to view the current listing, please visit us online at InterSystems.com/cache/education and click on “Caché Certification” on the menu at the left.

Caché Campus Program

The Caché Campus Program promotes Caché learning and placement opportunities at the collegiate, university, and post-graduate levels by providing free course material, software, instructor training, and much more to academic institutions throughout the world.

To learn more about the Caché Campus Program, visit us online at:

InterSystems.com/cache/education/cachecampus

Caché Skills Exchange Portal

The Caché Skills Exchange Portal provides easy access to Caché talent and Caché job opportunities. Consultants, students, professionals, experts and InterSystems Partners are all welcome to use the site to post résumés or job opportunities, or to search the listings for job opportunities or Caché talent. To learn more about the Caché Skills Exchange Portal, visit us at cacheskills.com

XII. Worldwide Response Center

We are committed to providing you with the best service in the industry. Our Worldwide Response Center (WRC) is based in Cambridge, Massachusetts, and employs staff around the globe to provide multi-lingual, 24x7, technology support. The professional application developers and systems engineers at WRC are dedicated to the philosophy that *The Client Sets The Standard*. This means that you, our client, have complete control over determining an issue’s priority and whether it has been resolved.

WORLDWIDE RESPONSE CENTER

InterSystems Support Hotline

Open 24 hours a day, 7 days a week

Tel: 617.621.0700

Fax: 617.374.9391

Email: support@InterSystems.com

Website: InterSystems.com/support

WRC DIRECT

This Web-based support service allows partners with technical assistance subscriptions to log and track the progress of open issues on a 24x7 basis.

WRC Direct allows you to:

- Open new issues
- See all investigative actions
- Add information and comments
- Search a database of known open issues
- See statistical information about usage history
- Close issues and provide feedback

To access WRC Direct:

1. Contact the WRC for a username and password at 617.621.0700
2. Go to WRC Direct at iron.InterSystems.com/wrc
3. Enter your username and password

WRC REMOTE SUPPORT

The WRC offers remote support through SecureLink, the most secure remote access tool currently available. For more information, and to download the SecureLink component:

InterSystems.com/support/securelink

XIII. Partner Marketing Services

Application Partner Catalog

Our Application Partner Catalog contains hundreds of listings worldwide and it's an excellent place to showcase the applications you've built on InterSystems technology. Many of our partners have established valuable business connections through this service, and we highly recommend adding your listing by following the steps below.

To add a listing to the Application Partner Catalog:

1. Visit [InterSystems.com/catalog](https://inter-systems.com/catalog)
2. Click on "Register New Partner"
3. Fill out the form to create a username and password
4. Create an application profile and press "Save"
5. After pressing "Save", the listing is automatically sent to InterSystems for review. If all fields are successfully completed, your listing will be posted in the catalog within 48 hours. If any critical information is missing, we will contact you via email within 48 hours.

The Application Partner Catalog supports multiple languages and allows searches on specific criteria such as industry, operating system, geography, and more.

Caché Technology Partner Program

If you have a product that complements the features and capabilities of InterSystems' technology, please visit us online to learn more about the Caché Technology Partner Program at:

[InterSystems.com/partners](https://inter-systems.com/partners)

Ensemble Implementation Partner Program

The Ensemble Implementation Partner Program is designed to create and support a close working relationship between InterSystems and systems integrators who provide integration and implementation services. To learn more about the program, go to:

[InterSystems.com/partners](https://inter-systems.com/partners)

eNewsletter

The e-UpDate Newsletter is a great way to stay informed about what's happening, as well as promote your business. If you have built a product with our technology that you think other InterSystems customers might wish to license, and you would like to be included in one of the monthly issues, please send us a 50-word description of your company and product. We recommend including a link to an area of your website where interested parties can read more about your product, watch a demonstration, or receive a special offer for responding. To sign up for our e-UpDate Newsletter, please go to:

[InterSystems.com/eupdate](https://inter-systems.com/eupdate)

Marketing Event Opportunities

Throughout the year, we participate in several trade shows and we welcome the opportunity to showcase our partners' products. To view the current events schedule, please go to: [InterSystems.com/events](https://inter-systems.com/events). To discuss specific event opportunities in detail, please contact the North American Marketing department at 617.621.0600. If you have an upcoming user group meeting, we would like to provide free marketing collateral and InterSystems signage; please contact us at the number above if you will permit us to provide these materials for your events.

Marketing Collateral Resources

To augment your sales and marketing efforts, we are happy to offer you complimentary copies of the core collateral pieces listed on the following page. Please fax back the collateral order form provided or contact the North American Marketing department at 617.621.0600 to make a collateral request.

1. INNOVATIONS BY INTERSYSTEMS

Best For: All Audiences

This corporate credibility brochure provides an excellent overview on our company, products, and achievements in a variety of global markets such as financial services, government, telecommunications, healthcare and more.

2. CACHÉ TECHNOLOGY GUIDE

Best For: Caché Users & Prospects

The *Caché Technology Guide* is a wonderful resource for current Caché users and prospective customers. It includes four chapters on the following technical subjects: Data Modeling – Relational or Object Access, Caché's Multidimensional Data Server, Caché's Application Server, and Building Fast Web Apps Fast with Caché Server Pages.

3. ENSEMBLE BROCHURE

Best For: Ensemble Users & Prospects

This Ensemble brochure provides a valuable product overview for prospects and customers who want to learn more about innovative integration.

4. INTERSYSTEMS INNOVATIONS IN HEALTHCARE

Best For: Healthcare Audience

Our healthcare credibility brochure provides a global overview of our customer successes in healthcare including Johns Hopkins Hospital, Cleveland Clinic, Partners Healthcare System, and the U.S. Department of Veterans Affairs.

5. CREATING REGIONAL AND NATIONAL ELECTRONIC HEALTH RECORDS WITH INTERSYSTEMS HEALTHSHARE

Best For: Healthcare Audience & Regional Health Information Organizations

This HealthShare collateral piece is excellent for healthcare technology customers and prospects that have an interest in establishing health information networks.

6. CASE STUDIES, WHITE PAPERS, AND ANALYST REPORTS

In addition to the core collateral pieces listed above we have a number of pieces which can be made available to you. Included in this offering are annual reports by industry analysts such as Gartner and KLAS. For an update on our latest case studies, white papers, and analyst reports, please contact the North American Marketing department at 617.621.0600.

Media Relations Opportunities

Promoting your products and services through the press is a powerful, cost-effective way to convey your message. Our marketing department is always interested in finding new opportunities to publicize our partners, and we invite you to contact us to discuss any ideas you have about participating in joint media relations. A few ideas for such initiatives are listed below. If any of these sound appealing to you, please complete the PR Jump Start Form enclosed or call the North American Marketing department at 617.621.0600. To view examples of recent releases picked up by the press, visit our website at InterSystems.com, go to "About Us" in the horizontal menu at the top, and select "Press Releases".

Significant Sale – If you have recently made a significant sale of your Caché- or Ensemble-based application to a prominent organization, we will work with you to produce a press release, at no cost to you.

End-user Implementations – A successful deployment of your product at a prominent end-user site is often a good subject for a press release. We are particularly interested in producing press releases about end-user implementations when benchmarking metrics can be mentioned.

Product Review – If an industry analyst has written a positive report about your product, please let us know. This can be the basis for a press release that our public relations firm will help to prepare.

XIV. Logo Usage and Brand Guidelines


Electronic files of the InterSystems partner logos below can be provided to you by contacting the North American Marketing department. We ask that you follow the guidelines below when using InterSystems' logotypes.

The logo consists of the word "INTERSYSTEMS" in a blue, serif, all-caps font.

The logo above should print PMS 273 (deep purple) or the CMYK equivalent.

The logo features the word "InterSystems" in a small, black, sans-serif font above the word "HEALTHSHARE" in a blue, serif, all-caps font.

The logo above should print PMS 273 (deep purple) and black. The CMYK equivalent may also be used.

The logo features the word "InterSystems" in a small, black, sans-serif font above the word "CACHE" in a blue, serif, all-caps font. A small red triangle is positioned above the letter "H".

The logo above should print PMS 273 (deep purple), PMS 185 (red), and black. The CMYK equivalent may also be used.

The logo features the word "Innovating" in a large, blue, sans-serif font, followed by "with InterSystems" in a smaller, blue, sans-serif font. Below this, the text "InterSystems Technology Partner" is written in a small, black, sans-serif font.

The logo above should print PMS 7470 (dark teal) and black, or the CMYK equivalent. "Innovating" should print at 100% PMS 7470, "with" is a 40% screen tint of PMS 7470, and "InterSystems" is a 60% screen tint of PMS 7470.

The logo features the word "InterSystems" in a small, black, sans-serif font above the word "ENSEMBLE" in a blue, serif, all-caps font.

The logo above should print PMS 273 (deep purple) and black. The CMYK equivalent may also be used.

- For black and white marketing materials, all logos may be converted to black.
- When referring to InterSystems in text or copy, the "I" and the leading "S" in InterSystems must always be capitalized.
- Boilerplate: Our boilerplate is a standard company description which we use for press releases. To receive the most current version of our boilerplate, please contact the North American Marketing department at 617.621.0600.

XV. Money-Back Guarantee

We are so sure that you will be delighted with the ease-of-use, speed, scalability, and reliability of our products that we offer unique money-back guarantees for Caché and Ensemble.

Caché Money-Back Guarantee

For up to one year after you purchase Caché, you can return the license for a full refund if you are unhappy for any reason.

Software Update & Technical Assistance must be purchased, and are non-refundable. Void where prohibited.

Ensemble Money-Back Guarantee

For up to one year after you purchase Ensemble, if you are unhappy for any reason we will refund 100% of your license fee.

Software Update & Technical Assistance must be purchased, and are non-refundable. Service fees are not refundable. Void where prohibited.

InterSystems Corporation

World Headquarters

One Memorial Drive

Cambridge, MA 02142-1356

Tel: +1.617.621.0600

Fax: +1.617.494.1631

InterSystems.com

INTERSYSTEMS