



## Meet the Team That Makes Aerros Customers Take Flight

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## About Aerostrat

Our goal is to be a custom-obsessed, innovative, fast-paced, and transparent company who listens to our customers and focuses on their needs, so we grow and succeed with them. We hope our candid feature discussions, direct developer communication, and 24/7 customer support exemplifies our unique work culture and makes it pleasurable for you to work with us, both as a customer and a partner.

Aerostrat was founded with the mindset that maintenance planning should be as seamless as consumer grade applications. Starting in 2015, Aerostrat set out with the goal of building modern base planning software that enables airlines and MROs to quickly forecast, plan, and optimize their maintenance planning process.

Since then, Aerostrat has been providing its airline and MRO customers with a powerful platform that extends far beyond the capabilities of existing base planning products. From labor and maintenance capacity planning, to special deadlines, forecasting, and more—Aerostrat enables productivity across a planning organization.

In today's age, a strict focus on security is required to ensure customer data is secure—with our ISO/IEC 27001:2013 certifications, you can be confident your data is safe. Aerostrat's software is built with modern architecture that provides a robust planning tool that integrates seamlessly with existing systems as well as provides developer interfaces. We understand the real power of software is providing customers with the ability to manage their entire planning process from a singular, unified platform.

Our team at Aerostrat has a passion for solving complex problems through technology while striving to revolutionize the tools available to maintenance planners. It is our mission to provide products which enable planning teams to focus on what matters most—decision making.



## Support / Working with Aerostrat

### **Aerostrat is customer-centric.**

Since our customers are our partners, ensuring complete satisfaction is our top priority. Through 24/7 support, 99.9% SLA's, and top tier in-house support staff, we ensure our customers love our products.

### **What is it like to work with Aerostrat?**

Aerostrat is committed to providing customers with a robust product today and into the future. We ensure our customers have visibility into upcoming releases, improved features, and also have an opportunity to shape our development roadmap. We understand that as maintenance planners, our customers have significant insights about what would improve their business – we work with those customers to make their vision a reality.

### **What is Aerostrat's support process?**

Aerostrat provides 24/7 support, with a 99.9% uptime SLA, and our customers are able to contact an in-house Customer Service Manager at any point with any questions or concerns. Because Aerostrat is a software focused company, we also provide customers with opportunities to request features or provide feedback which is then iterated into our product. We see our customers as partners. Thus, fully understanding their needs and pain points will help us achieve our mission of providing a seamless user experience.

### **How do I contact customer service?**

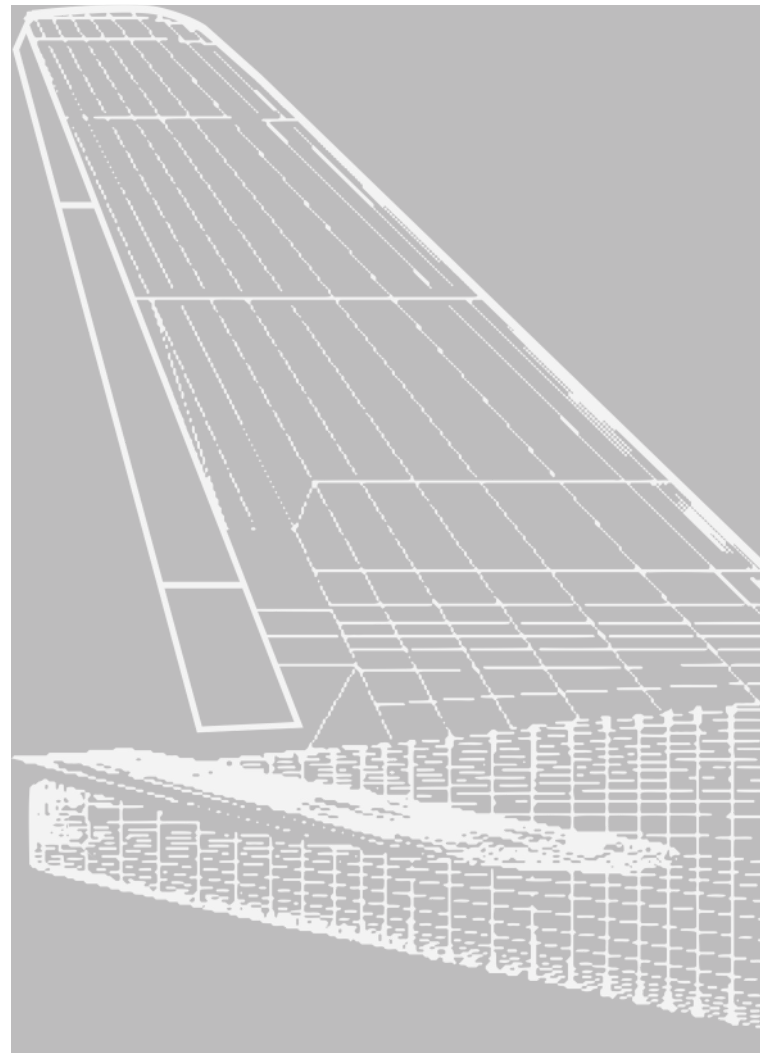
Aerostrat's customer service is available 24/7. Customers can contact us via the phone or the provided web interface where they can submit questions or issues at their convenience. Alternatively, tickets can be emailed to [support@aerostratsoftware.com](mailto:support@aerostratsoftware.com). Customers will also have a dedicated account representative who they will meet with regularly and be able to contact for questions and assistance.

### **Can I self-host Aerostrat products?**

While Aerostrat's products are designed for the cloud, we are happy to work with IT organizations to implement our product in a self-hosted environment. We fully understand the incentives and drivers behind self-hosted products, so we developed software that can be rapidly deployed in any organizational ecosystem.

### **What are Aerostrat's IT security practices?**

Aerostrat's products are built with industry standard, security verified technology. When cloud hosted, our product is hosted on Microsoft's Azure Cloud, and authentication is provided by Microsoft Active Directory. With end to end encryption and modern architectural choices, you can be confident in the safety of your company's IT assets. Aerostrat is also ISO/IEC 27001:2013 certified and GDPR compliant. We regularly undergo external security audits and penetration tests and are happy to provide these reports to both current and prospective customers.





## IT Q&A, Data Integrations

### **Aerostrat products are built with seamless integration in mind**

#### **Q: How does Aerostrat handle integrating with existing compliance systems?**

A: Aerostrat was built from the ground up with a focus on integrations. Our products can be quickly integrated with compliance systems (ex, TRAX), to ensure that your plans are aligned with actual flight data. We are capable of setting up daily or real time feeds to any existing ERP/ compliance system in a matter of weeks, and we have customers using these integrations daily.

#### **Q: When are integrations with aeros built?**

A: During the Aerostrat product evaluation process, we work with our customers to determine every integration point and key integration stakeholder at their organization. Upon completing an evaluation and becoming an Aerostrat customer, we work with the customer's IT or project management teams to build an integration timeline. Aerostrat is ready to deliver integrations based on the timeline and availability of the customers internal organization.

#### **Q: Am I able to build custom solutions using Aerostrat products?**

A: Absolutely – our product is built with modern web technologies, and we provide customers with developer interfaces (API's), enabling customers to extend Aerostrat data to any portion of their business. These API's could be used to build anything from internal connectors to mobile apps, and more.

#### **Q: Does Aerostrat integrate with reporting, or other non-maintenance platforms?**

A: Aerostrat's provided developer interfaces allow our customers to utilize their own internal metrics reporting platforms. We understand that if you have a reporting team that currently uses an industry standard reporting tool (ex, Tableau), it is critical that our data is available and accurate in those decision-making systems. Our customers are able to easily extend our product to any system that is capable of consuming developer APIs. For customers without existing reporting platforms, Aerostrat has its own metrics and reporting processes which can be leveraged.

#### **Q: Does Aerostrat provide custom development services?**

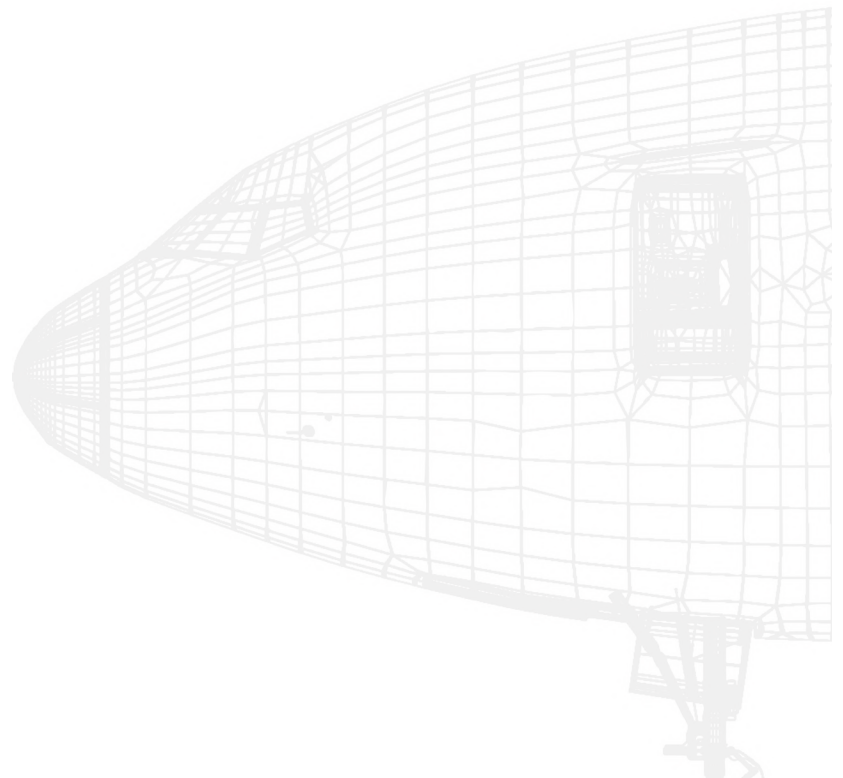
A: When Aerostrat is building its software roadmap, it takes the feedback of current customers and ensures that new features requested by customers are planned and prioritized. If a customer requests a specific feature unique to their organization, Aerostrat will develop that customized solution for a fee. If you have a vision for a new capability that will give you a competitive advantage, we will work with you to ensure that vision is realized.

#### **Q: Can Aerros be hosted by the customer?**

A: Yes, we support both cloud and customer hosting. If you would like to host it internally, please reach out to us for recommended hardware and software specifications.

#### **Q: Is Aerros safe and secure?**

A: Aerros uses enterprise-level security both within Microsoft's Azure Cloud and for on-premise installs. Daily backups ensure that your data is always safe and available, and Active Directory enables you to access and manage the product using your own internal organizational credentials. Aerostrat also performs internal and external vulnerability and penetration audits, is GDPR compliant, and ISO/IEC 27001:2013 certified.





## Product Overview: Why Aerros?

### A Few Reasons Why Your Team Needs Aerros

Aerros is a one-of-kind program that manages an airline's or MRO's heavy maintenance program. Aerros allows you to efficiently plan the entire lifecycle of your fleet while taking into account every aspect of your business and enabling you to focus on what matters most - execution and decision making.

#### Production Focused

Aerros provides customers with a single version of truth across their maintenance operation, by providing an interactive, user-centric production schedule. This allows every aspect of your planning organization, whether it be differing maintenance locations, external vendors, leadership, or more, to remain aligned without the traditional overhead. Our customers have saved thousands of hours by avoiding the need to replicate and disseminate personalized information for each of their stakeholders. If you are an airline, this means that your vendors and locations can log into the product and see real time information specific to them. From an MRO perspective, this means you can have your airline customers log in and see your maintenance availability. Leave endless email threads and one-off documents behind using our production capabilities.

#### Robust Scenarios

Aerros provides a unique methodology with respect to doing "what-if" and scenario planning.. Not only can our customers create unlimited scenarios, they can quickly run these scenarios on every underlying variable and constraint. Aerros gives what-if planners everything they need to quickly and painlessly build scenarios like never before.

#### Maintenance and Labor Capacity

Aerros is the only base maintenance planning software to fully account for all aspects of a maintenance event. In the past, planning products fell short of allowing

you to manage all constraints of a maintenance visit. Aerros allows plans to be created with unprecedented depth by including both maintenance and labor capacity. With Aerros, you can plan, not just around due dates, but with full knowledge of the labor hours and skills required for each visit. By using Aerros, our customers quickly visualize and forecast labor and maintenance availability needs for an entire maintenance plan or what-if scenario.

#### Proven Results

The capabilities listed on this page barely scratch the surface of what's possible when using Aerros – the proof is in the real-world results. Since switching to Aerros, our customers have seen dramatic increases in their planning outcomes and efficiency.

Our customers have:

- Dramatically increased their fleet size with minimal changes in planning overhead
- Increased plan detail by 900% and plan length by 400%
- Reduced time to budget by 80%

**Aerros provides a unique and robust way to perform your base maintenance planning, unlocking efficiency throughout a maintenance planning organization.**

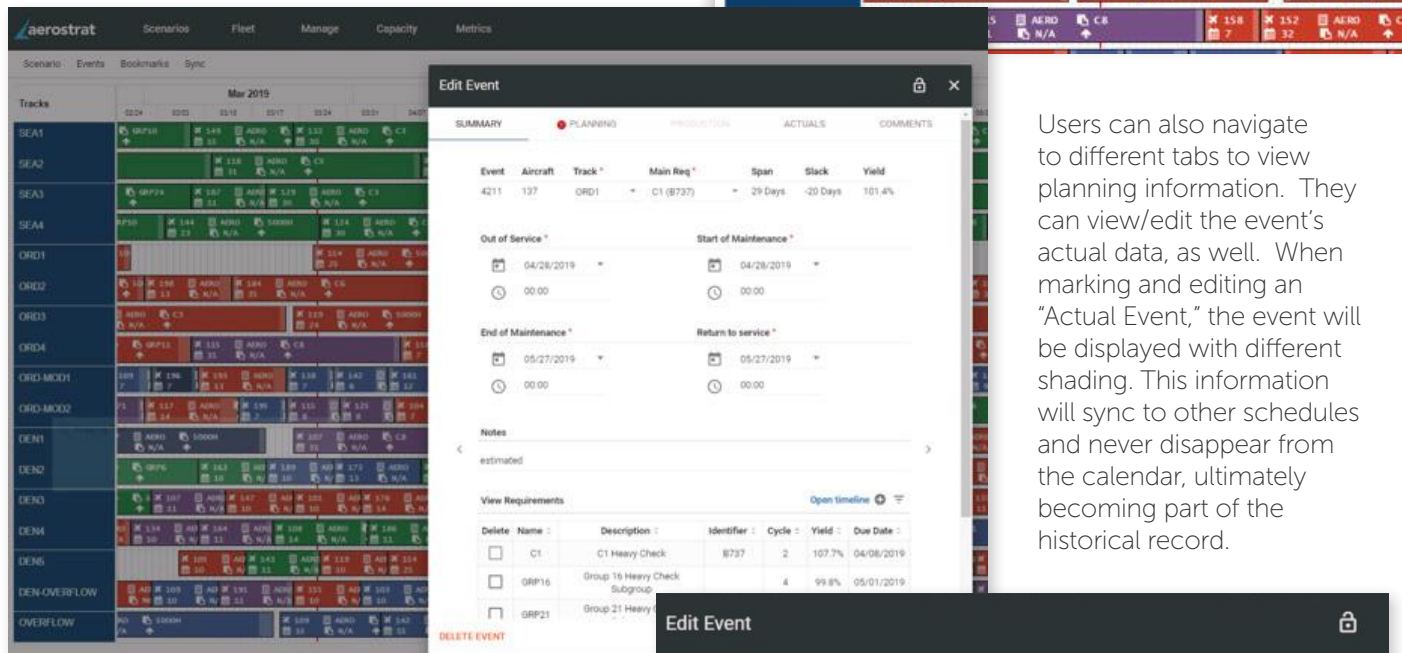
**[Learn how Aerros can enable your team today.](#)**



## Production Schedule

When users log into Aerros they are greeted with the Production Schedule, titled "Heavy Maintenance Schedule", which is a read-only view of the maintenance schedule.

Here, users can interact with events and see all event details. These details include date and time information as well as all the maintenance requirements schedule on an event (there is no requirement limit). Additionally, any notes pertaining to the event are also displayed on the summary tab.



Users can also navigate to different tabs to view planning information. They can view/edit the event's actual data, as well. When marking and editing an "Actual Event," the event will be displayed with different shading. This information will sync to other schedules and never disappear from the calendar, ultimately becoming part of the historical record.

From the Comments tab, the user can add unlimited comments with tags concerning the event (right).

Comments help to tell the "story" of an event, become part of the event record, and can be exported with all the other event data.



There are several ways to navigate around the schedule. The user can scroll vertically or horizontally with a mouse or with touch or can jump in specific timeframe increments. A summary, or highlight of the event data, can be viewed on the Event Bar. There are 6 slots that can be filled from a choice of 20 pieces of data. The Hovercard or “tool tip” displays up to six pieces of information and can be seen by holding “Shift” and moving the mouse pointer over the event. Both the Event Bar and the Hovercard data slots are customizable by the user, and can be accessed through the calendar interface, where the user can simply drag and drop as desired.



User-customized views (or loadouts) can be created through the calendar interface. An unlimited number of loadouts can be created and saved, and users can set a default loadout, as well as lock loadouts they create. Users can select from various options to create a view, then have the ability to print that view.



Numerous view options are available by clicking through the tabs on the interface. These include:

Setting Track order, Filtering/Highlighting by Tail, Model, etc., Viewing Timeframes by day, weeks, months, years, Viewing Capacity table, Setting Font size/Event Bar height, and many more.

Customized views can also be created for vendors to view only their aircraft on their tracks or for airlines to view their aircraft, no matter the track. Viewing timeframes can be set where vendors only see a certain rolling duration, e.g., 6 months, 1 year, 2 years.

All production schedules are stored, and users can view event actuals forever, or to your organization’s data retention policy.



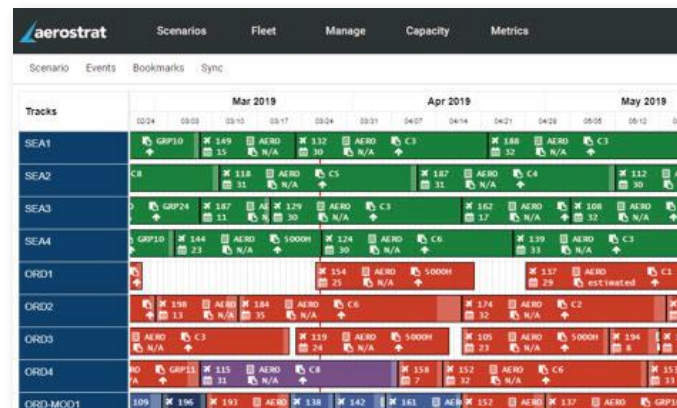
## Scenarios

Aeros provides users with a variety of scenario capabilities. It supports an unlimited number of “what-if” scenarios. Additionally, it allows users to make unlimited number of bookmarks for a scenario and an unlimited number of clusters/data survey.

Access	Scenario Name	Creator	Revisions	Last Updated	Cluster	Checked Out	Copy	Delete
	Elliot Demo - Production 2019 v6	Elliot Margul	86	Elliot Margul (03/26/2019 14:16)	PRODUCTION CLUSTER ELLIOT	Elliot Margul		
	del tracks	Frankie Angai	9	Frankie Angai (03/26/2019 01:08)	DELETEDTRACKSTESTING			
	Roger Demo - Production 2019	Roger Templeman	97	Roger Templeman (03/22/2019 18:52)	PRODUCTION CLUSTER ELLIOT			

Scenarios are accessed via the manage scenario page. When a scenario is opened, the tracks will be displayed in the left column, the dates are visible across the top, and the different maintenance events appear on the schedule.

Events can be moved on the schedule by dragging and dropping them to the desired track/dates. Span can be extended or decreased by clicking and dragging to the right or to the left of the event. Users can navigate around the schedule either by scrolling vertically or horizontally, or by jumping in specific timeframe increments. A summary of the event data can be viewed on the Event Bar. A Hovercard (or tool tip) appears when clicking “Shift” while mouse hovers over the event.



Filter by ID	Count	Selected	Count
<input type="checkbox"/> 168	(168)	<input checked="" type="checkbox"/>	
<input type="checkbox"/> 175	(3524)	<input checked="" type="checkbox"/>	(5000)
<input type="checkbox"/> 177	(1274)	<input checked="" type="checkbox"/>	(2441)
<input type="checkbox"/> 179	(1273)	<input type="checkbox"/>	

## Event Creation / Autoscheduling

There are several ways to create events in Aeros. The Auto-Scheduler, one of the most powerful features in Aeros, gives the user scheduling options for selecting specific aircraft, necessary requirements, and available dates. Additionally, there are different yield options by which to schedule. And of course, the user can schedule stand-alone events.



The Full Auto-Schedule feature is where users can schedule all aircraft and requirements for a specific time period. This is also where requirements with special deadlines can be scheduled.

In addition to the Auto-Scheduling features, users can also manually create events one at a time with the New Event feature. Scheduling selections can be made for the specific aircraft, necessary requirements, dates, and tracks. An alternative way to manually create an event is to simply press and hold Shift, left-click on the event and drag directly to the desired track and date. Then select the requirement to be scheduled.

Select	Tail	Model	Operator
<input checked="" type="checkbox"/>	101	737-400	AERO
<input type="checkbox"/>	103	737-300	AERO
<input type="checkbox"/>	104	737-400	AERO
<input type="checkbox"/>	105	737-400	AERO
<input type="checkbox"/>	106	737-300	AERO

## Aircraft Timeline

Aircraft Timeline is a feature with dual functions. It allows users to add unscheduled requirements to existing events, as well as allows users to remove scheduled requirements from events. The Aircraft Timeline for an aircraft is accessed by clicking "Open Timeline" on the Edit Event dialogue. Once accessed, a timeline will open, where users can begin making changes by simply dragging and dropping unscheduled requirements (above the line) to desired events (below the line). Changes can then be saved to the schedule.

## Data Clusters

Data Clusters is a feature that gives users the ability to create unlimited "what-if" scenarios, enabling airlines and MROs to make sound business decisions.

The airline and MRO maintenance planning landscape is fluid with new priorities and situations arising on a daily basis. Keeping that in mind, we developed Data Clusters, which is comprised of three different data "sets"—Aircraft Set, Requirement Set, and Vendor Set. The user can create unlimited unique sets that can become part of a unique Cluster. That Cluster can, in turn, be used in a scenario to see the effect of changes made.

Sets and Clusters can be created for any number of different "what-if" scenarios. For example, if an airline wants to see the effect of adding new aircraft to the fleet, the user can create a unique Aircraft Set and add those aircraft. The customer can use that set to create a Scenario to autoschedule the new aircraft's requirements and see the effect they have on the schedule.

CLUSTERS		AIRCRAFT SETS	REQUIREMENT SETS	VENDOR SETS	ARCHIVED CLUSTERS		
Edit	Fork	Name	Description	Aircraft Set	Requirement Set	Vendor Set	Archive
		Initial Cluster		Initial AircraftSet	Initial RequirementSet	Initial VendorSet	





## MRO Benefits and Capacity/Manpower Planning

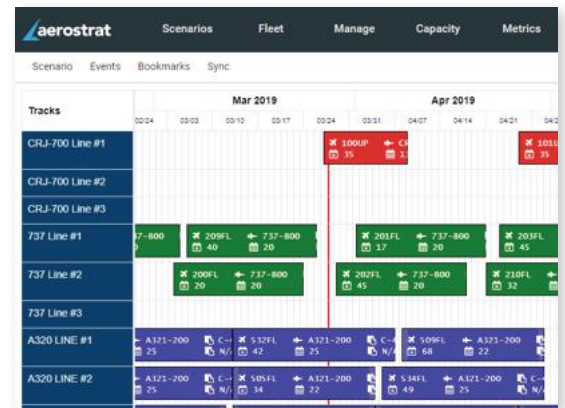
MROs can utilize Aerros to plan maintenance in much the same manner as airlines. They can set up an operator for each customer, adding the specific information about their fleet models and aircraft.

Requirements can also be set up with an "identifier" for each operator so that those operator/model requirements can be scheduled separately (below left).

Edit	Tail Number	Model	Operator	Serial Number	Registration Number	Line Number	Interior	Livery	Base Location	Manufactured Date	Delivery Date	Service Date	Exit Date
<input checked="" type="checkbox"/>	121UP	CRJ-700	ACE	121	N121UP		CRJ Dual Class	Standard	-	02/01/2005	02/11/2005	02/20/2005	12/31/2039
<input checked="" type="checkbox"/>	122UP	CRJ-700	ACE	122	N122UP		CRJ Dual Class	Standard	-	03/10/2005	02/26/2005	03/03/2005	12/31/2039
<input checked="" type="checkbox"/>	123UP	CRJ-700	ACE	123	N123UP		CRJ Dual Class	Standard	-	03/20/2005	02/28/2005	03/10/2005	12/31/2039
<input checked="" type="checkbox"/>	700FL	ERJ-175	FLY	700	N700FL		ERJ Dual Class	Standard	-	05/01/2018	05/01/2018	05/01/2018	12/31/2039

Events on the schedule can be color-coded by model, as well as by operator. This feature easily distinguishes and identifies the events locale for each customer. (below right).

Edit	Comps	Effectivities	Name	Identifier	Description	Tier	Heavy Check	End of Month Est.	Internal Capable	Initial Hours	Initial Cycle	Initial Days
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	144M	ACE CRT	144 Month	2				0	0	4380
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	144/108M	ACE CRT	144/108 Month	2				0	0	4380
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	ADS-B	ACE CRT	ADS-B DUT MOD	3				0	0	0
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	HMV-1	FLY 737	HMV-1	1	<input checked="" type="checkbox"/>			7500	4000	730
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	HMV-2	FLY 737	HMV-2	1	<input checked="" type="checkbox"/>			7500	4000	730
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	HMV-3	FLY 737	HMV-3	1	<input checked="" type="checkbox"/>			7500	4000	730



### Capacity Planning

Aerros provides a way to manage labor capacity and demand for those MROs and airlines that perform their own maintenance. When using the Capacity Planning feature, MROs and airlines can input and view vendor capacity by skill and shift, and labor hour demand. This positively impacts their decision-making capabilities for current and future workflow.

Vendor capacity can be built by first adding technician skills. Any number of technician skills can be added, according to the specific customer operation.

Edit	Name	Abbreviation	Color	Delete
<input checked="" type="checkbox"/>	A&P	A&P	#000000	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Avionics	AVI	#441111	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Inspection	INS	#010605	<input type="checkbox"/>



Any number of specific technician shifts can also be added, including shift start and end times (left). Labor capacity by skill, by shift, can be added for any number of vendors by manual input, Excel export/import, or by integration with customer's labor collection system (right).

Edit	Name	Abbreviation	Color	Start Time	End Time
	Days	1st		08:00	16:00
	Swing	2nd		18:00	00:00
	Midnight	3rd		00:00	08:00

Select	Edit	Date	Shift	Maintenance	Sheet Metal
<input type="checkbox"/>		Mar 19, 2019	Days	200	150
<input type="checkbox"/>		Mar 19, 2019	Swing	150	100
<input type="checkbox"/>		Mar 19, 2019	Midnight	100	75

Once capacity is set for each vendor, total labor hours required by skill can be input for each requirement (left).

Once vendor capacity and requirement labor needs are added, this data can then be used when scheduling events. Labor needs from requirements are compared to vendor capacity and to available vendor track. This will help determine event span.

After scheduling events, a labor needs graph by skill and day can be viewed for each event (right).

Skill Type*	Total Labor Hours*
Avionics (AVI)	200
Inspection (INS)	300
Maintenance (MTC)	800
Open/Close (O&C)	100

Labor requirements are spread evenly over the span of the event and will update automatically if span is added or subtracted or if event is moved to another track.

Updates can be made manually or by Excel export/import for a single shift, several shifts, or a range of shifts.

Another tool is available that gives a graphical view of vendor capacity on the schedule. This view can be accessed through the calendar interface and will show in table format above the schedule. Selections can be made to view capacity by vendor, or all vendors, by remaining or required hours by skill, or by totals (left).

A capacity graph can also be toggled to view when viewing the totals and will show green for available, or red for over capacity (right).

Track	Apr 2019	May 2019	Jun 2019	Jul 2019
CRJ-700 Line #1	1000P	1000P	1000P	1000P
CRJ-700 Line #2	1000P	1000P	1000P	1000P
CRJ-700 Line #3	1000P	1000P	1000P	1000P
737 Line #1	200FL	200FL	200FL	200FL
737 Line #2	200FL	200FL	200FL	200FL



## Aerostrat Evaluation Program

Aerostrat offers an evaluation program for prospective customers. This program allows customers to test their own data on a complete cloud-managed version of Aerros. Customers will receive our standard level of support including, but not limited to, on-site visits, data import assistance, and ability to request new features. Aerostrat will not provide any IT integrations or additional environments as part of this program. The following is our **Evaluation Process**:

### Pre-Evaluation

#### Pre-Evaluation Meeting

Details:

- Discuss evaluation program, process, and timeline with all stakeholders
- Send evaluation contract to customer to review and sign
- Identify dates for an Aerostrat on-site or virtual meeting to learn about existing process, and provide training and assistance with importing data
- Identify dates for checkpoints

Tasks/Deliverables:

- Sign Evaluation Contract and NDA (as needed)
- Set target dates for each phase of the evaluation and schedule training

#### Evaluation Environment Setup (1-2 weeks)

Details:

- Aerostrat to setup private environment of Aerros
- Customer to provide names and email addresses of users needing access. Should also specify if user is "View Only"
- Customer to confirm Aerostrat IT requirements:
  - Google Chrome or Firefox browser
  - AerostratSoftware.com domain whitelisted (if needed)
- Aerostrat to provide user accounts
- Aerostrat to provide accessible environment for all identified users

### Evaluation

#### Understanding Existing Customer Process (1-2 week)

Details:

- Discuss and understand customer's existing solution, process and workflows

- Identify data model mapping to aid with data imports
  - Fleet/model/livery/aircraft tail#/serial#/reg#/delivery dates
  - Current aircraft total hours/total cycles
  - Aircraft requirements/checks/effectivities/compatibilities
  - Aircraft allocations/Track allocations
  - Aircraft requirement signoffs
  - Vendor locations/names/tracks

Tasks/Deliverables:

- Customer's existing process is documented to ensure Aerros will solve customer's needs and goals
- Customer's data is ready to import

#### Aerostrat Training (1-3 weeks)

Details:

- Normally 2-3 days on-site
- Confirm users can login successfully
- Provide demo for any new users
- Familiarize customer with Aerros' workflow and features
- Assist with importing customer data
- Provide training on how to use Aerros features:
  - Manage aircrafts, models, fleets, operators, interiors, liveries
  - Manage requirements
  - Manage vendors, locations, tracks
  - Update aircraft current hours/cycles
  - Manage effectivities
  - Manage compatibilities
  - Manage allocations
  - Build Scenarios
  - Use the Autoschedulers
  - Manage events
  - Use special features (cascade dragging/close gaps/special deadlines, color by slack, view by aircraft)
  - Offer bookmarks and publishing to production
  - Offer support tools
- Walk customers through existing processes and how they are completed in Aerros.

Tasks/Deliverables:

- Customer data is imported
- Customers have a good understanding of Aerros features and how to contact support with questions

- Customers understand how current processes are completed in Aerros

### Customer Testing and Evaluation (4-8 weeks)

Details:

- Aerostrat and customer resolve any required open issues
- Customer sufficiently evaluates Aerros and is satisfied with solution
- Aerostrat schedules bi-weekly meetings to:
  - Discuss evaluation progress and questions
  - Review and prioritize customer support requests
  - Review and demo any new Aerros releases and features
- Aerostrat provides any additional training as needed
- Customer identifies issues to resolve before implementation
  - Customer submits support requests via Zendesk
  - Aerostrat validates request with customer to clarify/determine need/priority
    - Any customizable features deemed necessary for the customer's purchase of Aerros will be completed prior to the end of the evaluation or soon thereafter.
  - Aerostrat categorizes request whether question/bug/feature/customization
  - Aerostrat prioritizes request and submits appropriate Engineering Task
  - Aerostrat communicates ticket updates/progress via Zendesk
  - Aerostrat closes tickets upon successful completion and customer satisfaction

Tasks/Deliverables

- Customer identifies submits all open issues to Aerostrat support
- Any required open issues are resolved
- Customer has sufficiently evaluated Aerros and is satisfied with solution

### Ending Evaluation Process

Details:

- Discuss current evaluation progress and decide if an extension is necessary
- Provide any product, evaluation, or company feedback
- Discuss next steps

Task/Deliverables

- Identify next steps

## Frequently Asked Questions

### What are my support options/how do I communicate with Aerostrat?

Aerostrat provides 24/7 support and there are several options for customers. Customers will also have a dedicated account representative, who they will meet with regularly, and be able to reach out to for questions and assistance.

**Email:** [support@aerostratsoftware.com](mailto:support@aerostratsoftware.com)

**Phone:** 888-558-2860 x2

Customers also have access to all documentation articles that detail our product and processes via Aerostrat's support site and can submit a support request/ticket via Zendesk (Aerostrat's customer service support platform):

[aerostrat.zendesk.com](https://aerostrat.zendesk.com).

### How do I receive updates to Aerros?

You will get the same updates as our full customers. An update will be released to QA environments around once per month. However, as part of the evaluation, you will not have an opportunity to test the features prior to the update and will receive the update automatically.

### Is there any cost while we are in the evaluation/testing process?

There is a \$500 charge for North America evaluations and \$1000 for everywhere else.

### How long does the evaluation process last?

Aerostrat provides evaluations for 3 months. It is possible to extend the process for an additional 3 months at Aerostrat's discretion.

### How many users can we have during the evaluation process?

Customers can have multiple users during the evaluation process. Customer need only to submit names and email addresses, and Aerostrat will provide logins.

### Will other customers receive features I request?

All feature requests developed during the evaluation belong to Aerostrat and will be deployed to all of Aerostrat's customers. We do offer the ability to customize your environment with exclusive features. However, this ability is only available to paying customers.

### Can I self-host Aerostrat products?

While Aerostrat's products are designed for the cloud, we are happy to work with IT organizations to implement our product in a self-hosted environment. We fully understand the incentives and drivers behind self-hosted products, so we developed software that can be rapidly deployed in any organizational ecosystem.