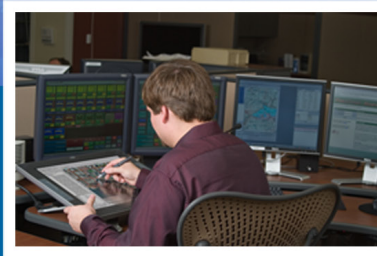
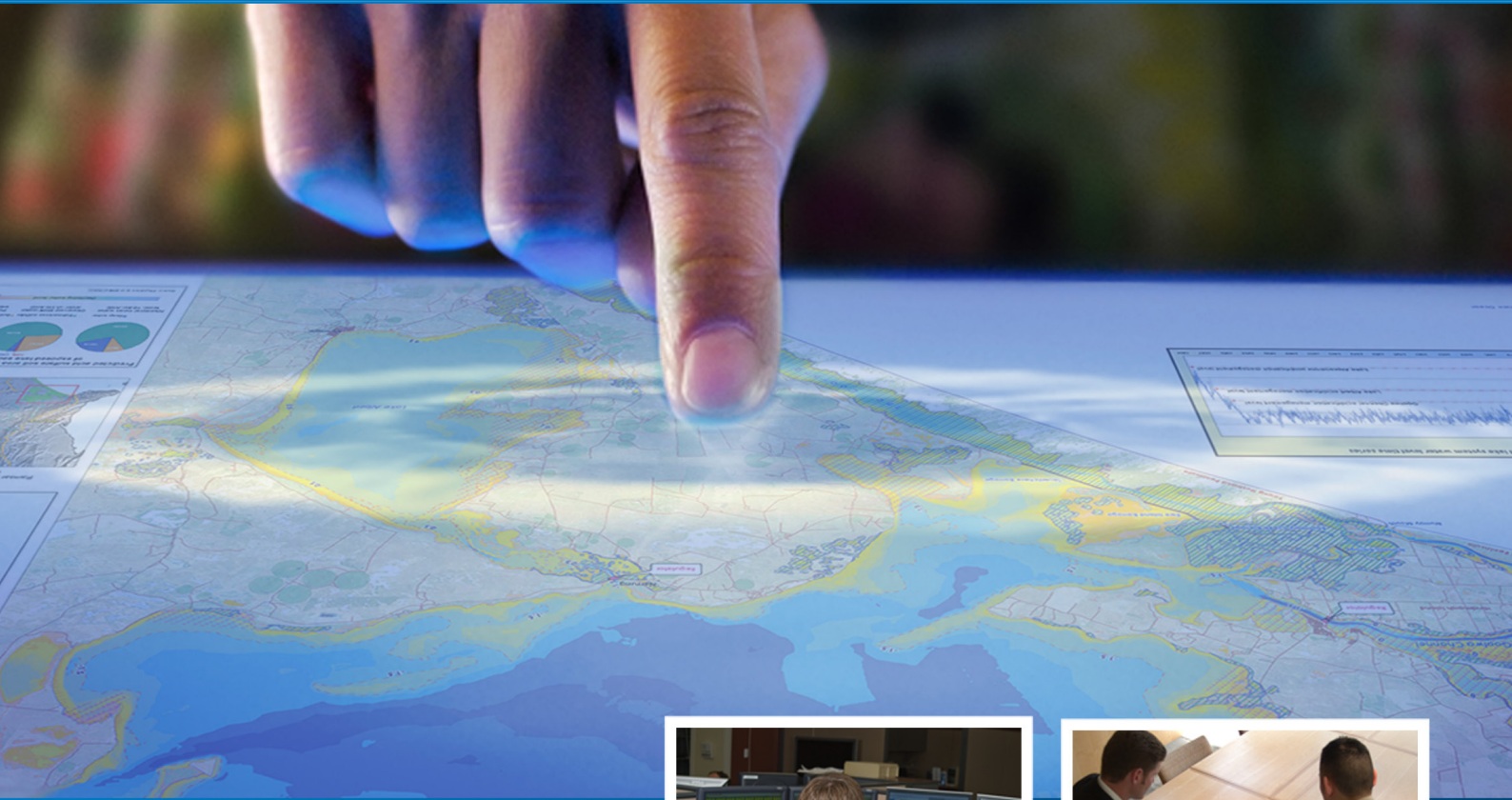


Extended Premium Support



Call Support: 06-575-0055

Getting support for your critical GIS applications should never be compromised

GISTEC understands that our GIS customers have varied support needs that range from quick answers to basic software questions to in-depth help with sophisticated technical applications.

The purpose of the Extended Premium Support is to provide the highest quality support and services for those customers with specialized needs. Clients with EPS contracts will be entitled to the following:



Support Components	Standard	ESRI	GISTEC	Extended Premium Support (EPS)
Assigned Technical Account Manager (TAM)			x	x
Monthly Scheduled Onsite Visits *			x	x
Monthly Status Reports			x	x
Local Language Support			x	x
Online Premium Support Portal			x	x
Newly Purchased Products Installation			x	x
Advisory Board Invite (Executive Briefings)			x	x
Onsite Support for High Priority Incidents			x	x
3rd Party Vertical Solutions Incident Management **			x	x
Priority Phone Support and Routing		x		x
24/7/365 Incident Work Clock		x		x
Daily High Priority Incident Status Updates		x	x	x
Proactive Information Sharing		x	x	x
Proactive Premium Support Reviews		x	x	x
New Software Releases	x	x	x	x
Service Packs / Patches	x	x	x	x
Unlimited Telephone & E-mail Support	x	x	x	x
Live Remote Support	x	x	x	x
Esri Online Support Center	x	x		x
Esri Support Services-User Advocacy Group	x	x		x
Esri Online Knowledge Base	x	x		x
Esri Up-to-Date Web Help	x	x		x
Esri Online Product Documentation	x	x		x
Esri Support Newsletters	x	x		x
Esri Online User Forums	x	x		x



Learn more about Extended Premium Support at www.gistec.com/eps



Visit GISTEC Support Services at www.gistec.com/support or
 Call us at +971-6-5750055
 Fax +971-6-5750404
 Email support@gistec.com

Assigned Technical Manager

A Technical Account Manager (TAM) is a highly trained and well-skilled representative familiar with all of GISTEC's distributed products and technologies. The TAM works closely with the customer's technical staff to ensure system uptime and full operation. This personalized service provides deeper understanding of the customer's GIS applications and guarantees the optimum response to the customer support needs. With direct access to Esri's tier 2 TAM, GISTEC's TAM is able to perform real-time escalation to any high priority incidents.

Monthly Scheduled Onsite Visits *

Includes onsite Preventive maintenance, best practices, system reviews, and health check. Extended Premium Support customers can benefit from scheduled onsite technical preventive maintenance and best practices knowledge sharing that is performed by the assigned TAM. New Extended Support customers may request onsite support for new product deployment, product migration and upgrade.

Monthly Status Reports

Monthly proactive updates to all escalated incidents, hotfixes provided and open / resolved incident summary by technology area.

Local Language Support

GISTEC's support team is capable of providing major local language support.

Online Premium Support Portal

Extended Premium Support customers may utilize the 24/7 online private support portal to track and update their incidents in real-time.

Newly Purchased Products Installation

For new customers, GISTEC will provide onsite GIS product installation using standard configuration settings utilizing the assigned TAM to document the process. Existing customers may also request help and advisory assistance for GIS product upgrades, migration and hotfix implementations limited to core product compatibility, installation, and certification issues.

Advisory Board Invite (Executive Briefings)

In addition to GISWORX, GISTEC hosts an annual meeting with its Extended Premium Support customers to discuss service roadmap and customer concerns.

Onsite Support for High Priority Incidents

In a high priority incidents (such as system is down), GISTEC support staff will work onsite as required to help expedite the incident resolution.

3rd Party Vertical Solutions Incident Reporting & Resolution **

GISTEC's Extended Premium Support customers will also benefit from 3rd Party incident management for products provided by vertical solutions partners such as ArcFM UT, Network Express, FME, etc. GISTEC will perform root cause analysis (RCA) to determine the source of the problem and expedite the solution.

Priority Phone Support and Routing

All Premium Support incident requests are acknowledged within one hour, are automatically set with a higher priority and are immediately be assigned to a Premium Support Level Analyst.

24/7/365 Incident Work Clock

Premium support customers can report incidents during normal UAE office hours however such incidents are reviewed and worked on in a 24/7/365 regardless of weekend, local holidays and time zone.

Daily High Priority Incident Status Updates

A Technical Account Lead provides daily status updates on all active Premium Support incidents of high priority.

Proactive Information Sharing

Premium Technical Account Leads proactively provide the latest software news and updates.

Proactive Premium Support Reviews

A key component of the program is a service review that is attended by your Account Manager, Technical Account Lead, the Premium Support Services Manager and other Esri staff as required. The

objective of this meeting is to review your Premium Support incidents, as well as proactively communicate software news and updates.

New Software Releases

New software releases are automatically shipped to all customers who are current on maintenance. These releases contain feature enhancements including new functionality and technology, and provide improved performance.

Service Packs / Patches

Service packs are minor feature maintenance releases and are generally released on a quarterly schedule. Service packs address issues with the software that have been reported by our users or uncovered through Esri's own investigations. Service packs are generally available via the Web, through CD distribution, or upon request.

Patches can be single fixes or a set of related fixes in a specific functional area of the software and are available by way of the Web. Once a patch is released, it is incorporated into subsequent service pack releases.

Unlimited Telephone & E-mail Support

Standard Maintenance with Basic Support are entitled to complimentary unlimited Telephone and e-mail support to assist customers with product configuration, deployment and upgrade inquiries. Premium customers may submit their inquiries through their assigned TAM.

Live Remote Support

If you require a more hands-on approach for resolving an incident, Technical Support representatives are equipped with remote support tools to assist you. Each member of the Support Services staff can directly interact with your system using the secure Citrix® GoToAssist tool to find an expedient solution to your problem.

Esri Online Support Center

The Esri Online Support Center is a dynamic Web site that communicates new technical information to you and the Esri user community in the form of updated product documentation, blog posts, technology announcements, and more. You can also submit a Support Request using the Esri Support Services Online Support Center.

Esri Support Services-User Advocacy Group

The main mission of the User Advocacy Group (UAG) is to understand and respond to your concerns. The UAG seeks to engage the user community in providing feedback to Esri and collect this information to help shape the direction of GIS software at Esri. This will be done through Esri Support Services, beta programs, holistic testing, and direct feedback from you.

Esri Online Knowledge Base

The extensive text-based knowledge base provides easily accessible solutions to technical questions. An advanced search engine enables you to rapidly search the entire Web site for the information you need.

Esri Up-to-Date Web Help

Web-based help is an up-to-date version of the help system that was shipped with the product; new information is added and existing topics are updated as necessary.

Esri Online Product Documentation

Product documentation includes how-tos, FAQs, tutorials, tips and tricks, functionality matrixes, best practices, and "What's New?" articles on Esri's past and current products.

Esri Support Newsletters

All Support customers can subscribe to ArcUser, which contains articles specific to Support Services. These articles contain technical and product information designed to enable our customers to work more effectively with Esri software.

Esri Online User Forums

The Esri software user forums are intended to provide you with a place to discuss your software questions with your peers. This is a helpful venue to ask questions and share knowledge about technical details and techniques for accomplishing tasks.

About GISTEC

GISTEC is a professional GIS services company specializing in the development of intelligent, enterprise-wide geospatial solutions for clients in a variety of disciplines and industries. Our services include GIS consulting, database services, geographic imaging, applications development, server and web GIS, and training. Apart from offering leading GIS software from Esri, we also support Geocortex Web GIS solutions from Latitude Geographics, utility GIS solutions from AED-SICAD, ETL software from Safe Software, telecom GIS

products from Telcordia, thin-client GIS solutions from 3-GIS, and remote sensing and image processing solutions from PCI Geomatics, among others. GISTEC does not just sell these software products, but develops solutions to meet the unique business requirements of its customers.

For more information or for any questions about GIS solutions and services, please email us at info@gistec.com.

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