

GISTEC

Standard Technical Support Policy

At GISTEC we aim to provide world-class technical support to help our customers achieve success with Esri products allowing them to make effective geospatial decisions. GISTEC's Support Policy details the maintenance and technical support made available for Esri, Safe, Latitude Geographics, 3GIS, PCI Geomatica, AED-SICAD, Navteq and Telcordia standard commercial off-the-shelf software ("Products").

Standard Support is included in the first year of the product purchase and the annual software maintenance subscription (warranty). Standard Support is a comprehensive package designed to meet the needs of the majority of customers that require assistance in new software installation and access to online services. New software releases are automatically shipped to all customers who are current on maintenance.

Also included within the scope of Standard Support is access to Service Packs, Patches, and Hotfixes. These critical updates to Esri software allow for an improved user experience and increased ability to leverage the technology to keep your GIS environment working smoothly.



Date: February 12 / 2012

Who can benefit from GISTEC's Maintenance & Technical Support?

GISTEC's customers are entitled to maintenance and technical support for a Product where they have:

- Purchased a Product that includes one year's annual maintenance and support;
- Renewed annual maintenance and support for a Product;
- Received an evaluation copy of a Product that is still within its evaluation period.

What Maintenance Covers?

Maintenance entitles customers to:

- Technical support for unmodified Products purchased from (GISTEC).
- Software upgrades for Products that are currently maintained and that are generally made available by GISTEC and/or by Esri & other vendors Online support portals. This includes patches, bug fixes, new versions and new releases.
- Special rates for attending Training and User Conferences..

What does Technical Support Cover?

- Problems that are demonstrable in the currently supported versions of the software, which can be found at <http://support.esri.com/>, running unaltered on an appropriate hardware and operating system configuration.
- Bugs which have been reproduced by technical support in the latest version of the software.
- Assistance with customization of Products, which is limited to providing advice for specific problems and workarounds.

Opening Hours

The Technical Support desk will be operational from 8.00 am to 5.30 pm UAE time Sunday to Thursday, excluding Public Holidays.

How to log a Support Call

Support Calls can be logged via:

Phone: +971-6-575 0055

E-mail: support@gistec.com

Web: www.gistec.com

Online Support Services

You can access announcements about issues, bugs, new software and updates, answers to the most frequently asked questions, workarounds, and other technical materials via the Internet and the Web. While the Internet and the Web are not official channels to Esri's Technical Support center, we strongly encourage the notion of users helping other users. You can download technical information, exchange public messages with other users, and join online conferences with other users.

Access Technical Documents via the Web Esri maintains on the World Wide Web an extensive technical database of tips, workarounds, and answers to our users' most frequently asked questions for all Esri software programs. The Web address is www.esri.com/support Desktop Discussion Forum on the Web. This forum focuses on Esri desktop software and provides a tool for users to discuss technical information using an organized, hierarchical graphical interface. The service is available worldwide; all you need is a valid Esri desktop software registration number.

Standard Support offers a wide array of other benefits to Esri customers. These include access to product documentation, support newsletters, user forums and access to the Esri knowledge base. Taken together, these resources provide a robust experience for customers and a myriad of engagements with Esri Singapore's technical staff that can foster success.

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

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

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.

Live Remote Support

If you require a more hands-on approach to resolving an incident, GISTEC 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.

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.

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.

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.

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.

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.

ArcGIS Support Policy

To be eligible for ArcGIS user support services, users should be aware of and adhere to the following terms:

- Complimentary service is available for 1 year following the software delivery to the customer. Thereafter, technical support is available in twelve-month increments, payable in advance unless otherwise agreed with the customer. In the event additional software licenses are purchased, they will be treated separately and will have their own 12 months period unless it is requested by the client to consolidate all products to one ending date. The support service for each software package is separately priced.
- Price and terms are subject to change upon maintenance renewal and agreeable by both parties.
- Once a new release or update is installed and verified, please return to Esri or destroy all previous versions of the software and documentation. Remember that the previous versions remain subject to the terms of the Esri software license and may not be transferred to any other person or entity.

Appendix 1: Response Time

Support requests to GISTEC shall be done during business hours to report issues and problems as they appear during normal working hours only. Support requests with priority of (P3 &P4) do not warrant restoration and resolution times.

The following response times conditions are applicable only for support requests made for any defects that occurred due to vendor supplied software. Any issues that are due to customer application customization or data content are not covered under this service. However in such case GISTEC will identify the source of the malfunction and notify the customer with the root cause.

GISTEC shall acknowledge receiving the problems for each category of Priority Level in accordance with the times specified in the table below. GISTEC will respond and work during office hours to resolve all the problems after checking with the software vendors on the subject resolution.

Priority Level	Target Response / Acknowledgement Time	Symptom
P1	2 hrs	The system is inoperable. No users are able to run the application.
P2	2 hrs	A critical component of the system is inoperable, preventing use of the system for “full production”. However other areas of the system can be used.
P3	4 hrs	Elements of the system are not providing the functionality as expected, or there are Intermittent failures in system processing. In all cases the system can be used for “full production” at that point in time.
P4	8 hrs	Problem does not impact upon the use or productivity of the system but is frustrating to use, or there is an error in the documentation.

Call Resolution

The technical support analysts are experienced users of the Products and are able to provide advice that will enable the customer to overcome most problems. The technical support analyst will use in-house systems to replicate the problem or (where appropriate) will use Esri Inc’s technical resources to identify known problems and recommend workarounds.

They will contact the customer by telephone, web or email to offer advice or to request more information from the customer to enable further analysis of the problem.

Particular problems may require lengthy investigation either by GISTEC, Esri Inc or a third party supplier and this may therefore take a period of time. GISTEC will provide the Customer with regular updates on progress throughout this period.

Appendix 2: Information for logging a support call

Logging a Support Call – Customer Actions

The customer will nominate specific personnel who will be a point of contact with GISTEC Technical Support. The following information should be provided when logging a support call:

- Company Name.
- Contact Name.
- Phone Number.
- Email address (where applicable).
- The customer's own internal reference number, (where applicable).
- Hardware platform.
- Operating system and version (including patches).
- Product name and version (inc patches)
- A short description of the problem including steps to reproduce the issue (where applicable) and code samples for VBA or Python scripting that replicates the problem. Also error messages, data types (SDE, shape file etc.) and any associated questions

The customer will be issued a unique support call reference number by the GISTEC Technical Support team for each call. This number should be noted and must be used when subsequently contacting Technical Support.

The customer's nominated individuals should be familiar with the Products in use on their site and be able to relate questions or describe problems to the GISTEC Technical Support. In addition they should be able to assess and implement any advice provided. Such individuals should also have an appropriate level of knowledge of GIS and the Products, equivalent to the knowledge that would be acquired by attending an introductory training course. Such training courses are recommended as they will enable the customer to gain the full benefits of the Products.

Logging a Support Call – GISTEC Actions

Upon receipt of a support call raised by a customer the Technical Support Team will:

- Check the details submitted;
- Verify the customer has a current maintenance contract;
- Log a new support call;
- Assign a unique GISTEC support reference number and communicate the reference number to the nominated individual in the customer's organization.

The Technical Support team operates a computerized database to log and monitor the status of all support calls referred to GISTEC. This enables progress on all outstanding problems to be monitored. The support call record will contain details as listed previously together with any supporting email or descriptive information that will enable the Technical Support team to assess the problem.

A member of the Technical Support team will review each new support call that is logged to assess its relative priority (please see the section headed "Target Response times by priority type"). All support calls are placed in a queue in chronological order and each will be assigned to the next available technical support analyst with that area of expertise.

Appendix 3: Support Call resolution

GISTEC will aim to resolve the problem by:

- Providing assistance with the operation of the Product by telephone, email or over the web;
- Developing a workaround or working practices in order to avoid a particular problem;
- Enabling customers to develop their own workaround based upon the advice provided; or
- Logging of enhancement requests for Products.

Please also note that:

- Customers may consider ordering a bespoke solution, on-site consultancy or attendance on a training course where the assistance needed is outside the scope of the Technical Support offered;
- Customers may be asked to monitor the circumstances which caused the problem if it cannot be reproduced;
- Any bugs, which have been reproduced by our Technical Support team in the most current version of the Product, may be notified to the appropriate software development team for resolution at future releases.
- Whilst GISTEC will use reasonable efforts to provide a work around to problems reported a resolution is not guaranteed.

The GISTEC technical support analyst will continue to assist with a customer's reported problem until it is resolved or it is agreed that there is no further action that GISTEC's Technical Support team can perform.

The call will be closed when:

- Assistance, advice or a workaround has been provided that should enable the user to complete their work using the facilities of the Product;
- The problem has been referred to the Esri Inc. International Support Team who have raised a defect report or enhancement request;
- If it is determined that a solution can only be or is provided in a future release of a Product.
- When a support call has been left open pending a response from the customer and 3 subsequent requests for information are not answered, [then the call will be closed ten working days after the third request for information (Please inform us if there will be delay in testing a solution e.g. holidays or internal customer IT requests).
- If it is determined that the problem or Product is not covered by the Technical Support in this policy.

If an error recurs a new support call can be raised and referenced back to the previous call.

Customer Feedback

Customer feedback is positively encouraged and comments on the service provided are welcomed. It is recognized that such information is vital to ensuring that customers' grievances are investigated and where possible, the situation swiftly rectified. Feedback will enable GISTEC to refine and improve the support service which will benefit customers.

Customer should refer all their feedback to support@gistec.com.

Appendix 4: What is not included in Technical Support?

Technical Support is not provided for support calls relating to:

- Products not sold by GISTEC to the customer;
- Modified Products;
- Any products other than the commercial off-the-shelf software of GISTEC, Esri, Safe, Latitude Geographics, 3GIS, PCI Geomatica, AED-SICAD, Navteq and Telcordia;
- Software developed by or on behalf of the Customer. Support for .net and other languages is provided via the EDN Program or consultancy services;
- Hardware, graphics cards, monitors, plotters, graphics printers, digitizers, modems, and other peripheral devices, except to answer questions of how standard, supported devices interface to the Products; or
- Problems not demonstrable in the currently supported versions of the Product (see support.esri.com) or Products that are not running on an appropriate hardware and operating system configuration.

Please also note that:

- Assistance with customization of Products will be limited to providing advice for specific problems, workarounds for known limitations (where available) or code samples in VBA and Python only;
- Technical Support may offer general advice, but cannot make recommendations about a company's GIS strategy, recommend hardware, quote prices for Products, provide product training, consultancy or develop scripts or applications;
- Technical Support will assist with problems associated with installation of the software, however the customer is responsible for management of the hardware platform, operating system, systems administration, network performance, printers, including system and data backups, and other third party software used in conjunction with the Products;
- Support for Esri Inc products such as ArcPAD (unless purchased from GISTEC with optional support) and for free products such as Arc Explorer, Arc Reader and MapExplorer is provided via Esri web sites only.
- If an incident is found to be outside the scope of the policy, GISTEC reserves the right to charge the customer for the time taken to investigate the incident, at the then current standard consultancy rate.

Limitations

- GISTEC technical support is limited to unmodified software.
- A GISTEC support strives to determine the source of the reported incident. If and when the source of problem is not clear, GISTEC will escalate to the software vendor for assistance in identifying and determining the root cause of the problem.
- Esri does not support other third party software.
- GISTEC does not provide technical support for hardware, graphics cards, monitors, plotters, graphics printers, digitizers, modems, and so forth, except to answer questions of how standard, supported devices interface to the software.
- The terms and conditions of this policy are subject to change upon the renewal of the agreement.