

GISTEC

Technical Support Policy

At GISTEC we aim to provide world-class technical support to help our customers achieve success by assisting them in making 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, HERE, SKELTA, HNIT and Ericsson (Network Engineer)* standard commercial off-the-shelf software ("Products").

Standard Product and Application Support is included in the first year of purchase and in 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 the software allow for an improved user experience and increased ability to leverage the technology to keep your GIS environment working smoothly.



UPDATED MAY 2017

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

GISTEC's customers are entitled to maintenance and tech 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 does Maintenance cover?

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
- Software Media can be shipped to the client only if he requested officially and within one month of software release
- New software update will be available on my.esri.com for download and can be shipped to client per request

What does Technical Support cover?

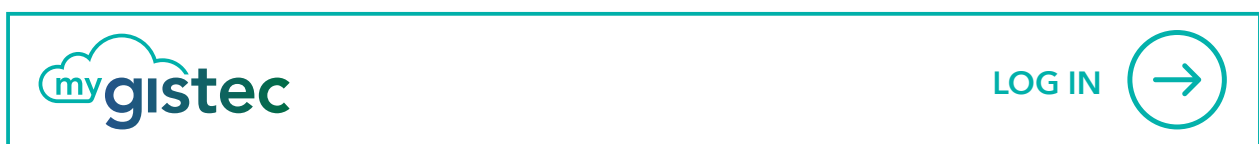
- Problems that are demonstrable in the currently supported versions of the software running unaltered on an appropriate hardware and operating system configuration
- Bugs which have been reproduced by technical support in the latest version of the software
- Assistance with customization of Products, which is limited to providing advice for specific problems and workarounds

Operating Hours

The Technical Support desk will be operational from 8:00 AM to 5:00 PM UAE time Sunday to Thursday, excluding Public Holidays. Ramadan working hours is from 9:00 AM to 3:00 PM.

How to log a Support Call

Support Calls can be logged via myGISTEC Portal (my.gistec.com).



Response Time

Support requests to GISTEC shall be done during standard business hours to report issues and problems as they appear. All Support requests are handled on a “first come first served” basis with a standard priority that does not warrant restoration or resolution times.

GISTEC shall acknowledge receiving the request by issuing an incident tracking number while trying to duplicate the reported issue. For critical incidents, GISTEC will rise the incident priority level and will contact the software vendor if necessary.

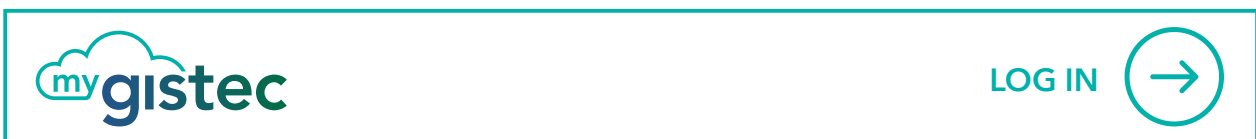
Call Resolution

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 analysts will use in-house systems to replicate the problem or (where appropriate) will use the vendor’s technical resources to identify known problems and recommend workarounds.

Particular problems may require lengthy investigation either by GISTEC or the software vendor and this may therefore take a period of time. GISTEC will provide customers with regular updates on progress throughout this period.

MOU Support Guideline

Members of the AD-SDI ELA are covered under the MOU agreement and they may request Esri product support directly from the MOU Support Team via myGISTEC Portal (my.gistec.com).



Appendix 1: Information for logging a support call

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 2: 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 vendor 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 myGISTEC Portal (my.gistec.com).



Appendix 3: 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, HERE, SKELTA, HNTB and Ericsson (Network Engineer);
- 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 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;
- 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.
- GISTEC has no liability to work on client environment and client is the responsible of system monitor, backup(s) and maintain the servers/user's credentials.
- 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.
- 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.