



Standard Software (COTS) Products

Technical Support Policy

Dated April 2023

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 all the products offered by gistec and covers standard commercial off-the-shelf (COTS) software ("Products").

Standard Product Support is included in the first year of new software purchase and in the annual software maintenance subscription once renewed. Standard Support is a comprehensive package designed to meet the needs of the majority of customers that require assistance while using the COTS software they purchased as per the vendor software specification and vendor support policies and terms. Customers during the first year after new software purchase as well as customer who renewed their annual maintenance are eligible to get new software releases under a valid software maintenance policy. This may not be applicable for specific products such as cloud-based products that are governed by annual subscriptions only.

Also included within the scope of Standard Support is access to Service Packs, Patches, and bug fixes that are rolled out by product vendors. 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.

gistec reserves the right to change the Maintenance and Support program at any time and, if reasonable under the circumstances, gistec will provide 30 days advance written notice of any material alterations. Any material alterations will become effective upon renewal.

Who can benefit from gistec's Standard Maintenance & Technical Support?

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

- Purchased a COTS Product from gistec that includes (1) one-year annual maintenance and support;
- Renewed annual maintenance and support for a Product;

What does Standard Maintenance cover?

Customers with a valid maintenance contract are entitled to:

- Technical support for unmodified COTS Products;
- Software updates for Products that are currently maintained and that are generally made available by vendor online support portals. This includes patches, bug fixes, new versions and new releases;
- Special rates for attending training and user conferences as per gistec terms and conditions;
- Software can be downloaded by the Customer using his account on vendor's portal (No software media will be shipped);
- New software update will be available on vendor portal for download.

What does Standard Technical Support cover?

- Customer portal to report problems in the COTS software products running unaltered on an appropriate hardware and operating system configuration as advised by the vendor in his system requirements;
- Report bugs to technical support in the supported version of the software by support team for troubleshooting purposes;
- Troubleshoot issues that can be directly related to be from the COTS product itself;
- Escalate the error to the vendor of the COTS product for assessment and fixing including identify and document Software defects.
- Provide responses to questions related to hardware or software recommendations COTS products based on vendor guidelines/pre-requisites.

What is not included in Standard Supported & Maintenance?

- Installation and configuration of COTS products (Server, Portal, Desktop, Mobile, etc.).
- Complete end-to-end installation and configuration of other third-party COTS products.
- Onsite visits for any incidents or cases reported under the standard support and maintenance.
- Solution or system architecture consultancy or advice.
- Integration of COTS products and other IT products or data including any 3rd party applications or software products.
- Debugging custom components, custom bespoke applications, code, or models;

- Customization of solutions, templates, or tools; including undocumented or unsupported vendor apps or code.
- Software developed by or on behalf of the Customer, Support for.net and other languages is provided via the ArcGIS Developer Subscription Program or consultancy services.
- Data manipulation, conversion, and processing or checking.
- Issues specific to 3rd party hardware, software, or technology;
- Questions related to product pricing, license agreements, contracts.
- System design, architecture, administration, or security consultation.
- Workflow design or COTS software products training;
- Resolving IT related issues such as proxy servers / anti-virus / firewalls / security certificate.
- Setting up of high availability / failover / DR / testing / staging environment;
- Installation of software upgrades / patches.
- Setting up of users / roles / groups.
- Security settings of portal.
- Configuration of multi-site setups.
- Configuring the portal to work with end-user apps.
- Integration of the portal / server with other systems.
- Setting up of any RDBMS (Ex: Oracle, SQL, etc.).
- Configuration, administration and tuning of RDBMS (Ex: Oracle, SQL, etc.).
- Proactive health checks including reviewing of logs files, performance matrix, etc. unless it was requested by the vendor support team.
- Advanced performance troubleshooting linking various aspects of an Enterprise GIS/IT ecosystem.

Operating Hours

The technical support desk will be operational from 8:00 AM to 5:00 PM UAE time Monday to Friday excluding public holidays. Ramadan working hours is from 9:00 AM to 2:00 PM.

How to log a support call

All customers under valid software maintenance subscription can submit the support cases to our Support Centre using the channels below:

Requests for Technical Support should be submitted directly:

- By logging to [my gistec](#) self-service portal
- By email at support@gistec.com
- By phone at +971 6 575 0055

If you have an issue with Esri products, you can contact the Esri MEA Support Centre directly:

- By logging to [My Esri](#) self-service portal
- By email at MEA_Regional_Support@esri.com
- By phone at 800-032-0703

Customers to designate certain specific set of authorized callers to submit support cases to our Support Centre mentioned above and the authorized callers to provide the below:

All requests for technical support must contain detailed Information about the technical issue. Authorized caller must be prepared to provide as much of the following information as possible:

- a. Version of software, database, environment details, etc.
- b. The phone number and email where the authorized caller can be reached.
- c. Exact error message that appears on the screen.
- d. User actions prior to the error message.
- e. Other steps taken by the caller to resolve the problem.

Response Time

Standard support for COTS products is performed by our Support Center and as per the scope of support in this support policy. Incidents can be reported using the defined channels and during standard business hours. All support requests will be acknowledged on a “first come, first served” basis with a standard priority that does not warrant restoration or resolution times.

Below are typical response times:

Severity	Criteria	Response time	Status Updates
Critical	<ul style="list-style-type: none">• Causes severe impact to business operations• No workarounds available	Six (6) business hours	Support team will provide status update as needed.
High	<ul style="list-style-type: none">• Causes non-critical impact to business operations• No stable workarounds available	Eight (8) business hours	
Medium	<ul style="list-style-type: none">• Causes a minor impact to business operations	Two (2) business days	
Routine	<ul style="list-style-type: none">• Causes little or no impact to business operations	Two (2) business days	

Our Support Center shall acknowledge receiving the request by issuing an incident tracking number while trying to duplicate the reported issue. For critical incidents the customer is advised to have the Advanced Support package from gistec if they require onsite support or expert resources working on the system with short response times. For more information on Advanced Support please contact gistec.

Call Resolution

The technical support is handled by our Support Center support analysts and therefore the resolution is subject to the software (COTS) vendor policies.

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 (<https://my.gistec.com>)

Note: By purchasing COTS software from gistec or renewing the annual maintenance the client is deemed to accept fully and unconditionally the Standard Software (COTS) Products Technical Support Policy as an integral part of gistec proposals and quotations.

Disclaimer

This Support policy is subject to change without prior notice. We will do our best to keep our customers informed. We will strive to keep our support policy up-to-date and we cannot be held liable for any errors or omissions.