



Cartegraph Solutions:

# Support Options

## Standard

- Comprehensive base service package
- Provides coverage for support, new releases, upgrades, and more
- Includes options for training and education

## Priority

- Complements and extends standard support
- Provides the highest level of technical support available
- Includes priority handling of software releases and system upgrades
- Offers expanded, value-added options for training and education



## Maintenance Programs


Industry-leading technical support.  
Specialized system upgrade services.  
And everything in-between.

Cartegraph Maintenance options help you maximize the value and functionality of your Cartegraph System.

# Support


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 **Campus – [www.cartegraph.com/campus](http://www.cartegraph.com/campus)**

 Our User Assistance area is a convenient and easily-shareable resource designed to help you and your co-workers better understand the functions and capabilities of your Cartegraph applications. Instantly access user tips, step-by-step guides, videos, and more.


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 **Dedicated, Unlimited, Toll-free Phone Support - 877.647.3050**

 When questions need answers and difficulties arise, count on our industry-leading Support team to provide the guidance and assistance you need. Reach us as often as you need Monday-Friday, 7:00 am-7:00 pm CT.

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 **Secure, Live Remote Support**

 If your challenge requires a more hands-on approach, we have the remote support tools to fix it. Let one of our Support Team members directly interact with your system to find a fast, effective solution.

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 **Priority Phone Support, Incident Escalation, and Expedited Routing**

Priority Support means priority service. As a Priority Support customer, you'll receive prompt handling to ensure you get the appropriate attention and timeliest resolution possible using severity indicator request from levels 1 to 3, differing between DirectVoice Connect and 1-hour, 4-hour, and same business day call-back times.

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 Standard  Priority

## System Optimization

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 **Advanced Configuration Assistance**

When you partner with Cartegraph experts to customize the functions and features of your pre-configured solutions, you have the opportunity to expand system capabilities to meet your exact needs. You'll receive access to technical consultants with expertise in databases, networks, and GIS.

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 **Advanced Report Assistance**

We'll work with you to build custom reports that enhance your reporting capabilities and help you capture and report on the information that is most vital to the success of your operation.

## Training & Education


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 **Convenient Online Resources**

 All the information you need, one click away. Take advantage of online training opportunities, tutorial videos, upcoming event information, and more.

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 **Regional User Groups**

 Meet and network with similar Cartegraph users in your region. Our smaller, more personalized User Groups allow you to find out what other organizations are doing to get more from their Cartegraph Systems.

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 **Regional Education and Training**

Priority Maintenance subscribers receive five complimentary passes to educational and training events. These events give attendees the opportunity to learn about timely, relevant system and industry related topics.

# Software Releases & Upgrades


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 **New Software Releases**

 Be the first to know about all new Cartegraph releases, enhancements, and upgrades. Gain immediate access to the latest features and functionality, and increased system performance.

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 **Hot Fixes**

 If an issue is determined to be a software defect and falls outside the standard release cycle, Cartegraph will issue a hot fix and provide application specialists with detailed levels of product knowledge to work with you in achieving a timely and effective resolution.

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 **Release Migration Services**

Our Upgrade Service is a premium option that puts your system upgrade directly in the hands of qualified Cartegraph experts, alleviating risks, minimizing downtimes, and making sure that you're taking advantage of all the latest system features. *Must be on current supported release.*

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 **Designated Upgrade Coordinator**

No need to do it alone. A designated Cartegraph expert will monitor, oversee, and coordinate your entire system upgrade to ensure an efficient, smooth, and successful transition to the latest version of Cartegraph.