



DOTTED EYES®



Support Modules
Issue One | 2009

Low on resources?

You're not alone...

The demand for spatial based data continues to grow, and GIS and CAD software is increasingly sophisticated and function rich, yet internal support resources are stretched tighter than ever.

Our clients are consistently in a no-win situation: they don't have enough budget available to train all users to an equal standard, but, with resources at a premium, users cannot afford to spend time finding their own solutions by trial and error. As a make-do, experienced power users are expected to provide informal support, but this distracts them from their own projects and creates delays.

As demand continues to grow, these issues become increasingly pressing.

The solution

Our new support modules provide clients with a cost-effective solution. Three levels of support - Lite, Standard and Enterprise - are available for many software packages on a mix and match basis, allowing organisations to customise a support solution which matches their budget and needs.

Each package allows a set number of users to share a pool of support tickets each year. Support tickets are raised using the Technical Support Portal, which also hosts a knowledge base. Additional tickets can be purchased at any time, offering increased flexibility.

Support is provided by our knowledgeable consultants, many of whom are qualified trainers. They are experienced in providing training and support services to clients from diverse environments, and can communicate technical concepts in non-technical language.

Module Overview

	Lite	Standard	Enterprise
Number of named users who can raise tickets	1	3	10
Number of tickets available per annum (aggregated)	3	25	Unlimited
Online knowledge base and FREE downloads	Access included	Access included	Access included
Remote control	-	Included	Included
Other benefits	-	-	5% discount on public training courses
Cost per product per annum	£99	£500	£1000
Additional tickets (blocks of 5)	£150	£100	N/A

If these support packages do not serve your needs, or you would like more than 10 named users, please call us. Prices quoted are for support on Microsoft Windows operating systems only. All costs are ex VAT.

FAQ

Which products are supported?

MapInfo Professional, FME Desktop, InterPOSe, TransPOSe and ShiftWiz are supported. If you require support on other products, please contact the Commercial Team to discuss your requirements in more detail.

Do I have to buy the same level of support for each product?

No, for example, if your users are trained in MapInfo Professional but inexperienced in FME Desktop, you can purchase the Standard support module for MapInfo Professional and the Enterprise support module for FME Desktop.

What are Support's opening hours?

Tickets can be logged on the Technical Support Portal at any time. Dotted Eyes' consultants will be available to answer them Monday to Friday 09:00 - 17:00, excluding English bank holidays.

What does Support include?

Support helps users solve specific problems with a product, e.g. anomalies, issues or errors, and answers users' 'how do I...?' type questions. It does not provide customisation services, which are available separately from Dotted Eyes.

Does Support include software upgrades?

No, these are covered by annual maintenance agreements. Support does, however, include help and advice relating to implementation of maintenance upgrades.

Does Support cover software not supplied by Dotted Eyes?

Yes, assuming a current Support contract has been purchased from Dotted Eyes for the relevant product. In the event of a licensing or maintenance upgrade issue, Dotted Eyes will not be able to liaise with the vendor the software was purchased from.

Does Support cover hardware?

No, unless otherwise stated.

Does Support include training?

No, but Dotted Eyes offers a number of product specific training courses to an advanced level. For more information call 01527 556920 or go to www.dottedeyes.com/training. Enterprise support customers are entitled to a 5% discount on public training courses.

Can you access my PC remotely to diagnose a problem?

The remote control service is available for Standard and Enterprise support customers. It is the customer's responsibility to receive clearance from their IT Department to allow Dotted Eyes remote access.

Does Support cover all product releases?

No. It covers recent versions of the software, as detailed at www.dottedeyes.com/support.

If support is required for a version other than those listed on the website, please contact the Commercial Team on 01527 556920 or email info@dottedeyes.com.

How do I register on the Support Portal?

Visit the Support Portal at <http://dottedeyes.helpserve.com>, click 'register' and complete the short registration form. It only requires the input of your name and email address, and you can select your own password.

Once registered, you can immediately raise a support ticket or review our knowledge base or downloads.

The knowledge base contains answers to Frequently Asked Questions from all our customers.

How do I raise a ticket online?

You categorise your ticket according to the software product you have a support contract for. As you enter a description, the knowledge base will immediately suggest possible answers to your question, speeding up the resolution of your enquiry.

If the knowledge base suggestions don't resolve your enquiry, you can then submit a ticket.

In all instances please endeavour to include your product serial number when raising a ticket. Please note that a software product serial number or an annual maintenance contract do not necessarily constitute a support contract.

You can upload files to support your enquiry, such as screenshots, log files or sample data. This will help speed up the resolution of your enquiry as often our first response to a ticket is to request such information.

Once a ticket has been submitted successfully, a ticket ID is allocated, e.g. STX-591241. This ticket number is unique to your case. You will also receive an email which confirms that your ticket has been submitted. The email is sent to the email address you used when you registered with the Support Portal. It is prudent to check with your Systems Administrator that these automatically generated emails can be accepted by your email package.

Emails should not be sent to individual members of staff, as a response cannot be guaranteed.

What are the response times?

You can choose one of three categories for your ticket: Problematic, Non-Critical and Information. Each carries a different response time according to the impact on your business. For more information, view the Support Contract online at www.dottedeyes.com/support.

How do I view existing tickets online?

Tickets can be viewed in the 'View Tickets' section of the Support Portal.

You can add additional information to a ticket, check its status and review progress and responses from Dotted Eyes staff (responses are also emailed to the address given when you registered on the Portal). You can also escalate the priority or close a ticket should you have resolved your issue.

How can I change named users?

Standard and Enterprise Support customers can change named users twice per annum, by raising a ticket on the Support Portal.

Does Support include a Service Level Agreement?

Not as standard, but Service Level Agreements are available as an additional module. To discuss your needs, contact the Commercial Team on 01527 556920 or email info@dottedeyes.com.

Service Level Agreements include response within guaranteed timescales and detailed quarterly reporting.

What happens if the number of tickets allowed are exceeded?

Contact the Commercial Team to purchase more support tickets, which are available in blocks of 5.

Can I cancel my Support contract?

The contract is for a 12 month period, and automatically renews at the end of each 12 month term. If you wish to cancel your contract, please send notice of cancellation by letter to arrive at least 30 days before your contract is due to renew. Please mark the envelope for the attention of the Dotted Eyes Support Team, and request receipt of your letter.

What are the next steps?

The Support Module Order Form, and Support Contract, are online at www.dottedeyes.com/support. Alternatively, you can request these documents from our Commercial Team by calling on 01527 556920 or emailing info@dottedeyes.com.

www.dottedeyes.com/support



DOTTED EYES®

Dotted Eyes Ltd • Hanbury Court • Harris Business Park
Stoke Prior • Bromsgrove • B60 4JJ

Tel: 01527 556920 • Email: info@dottedeyes.com

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