

Support Plus Service Package

Support Plus is the name of the comprehensive support services provided by con terra in addition to our standard support. This service package comprises support for all products, solutions and services of the con terra product portfolio, with support in all technical matters, explanations of specific functions and assistance with configuration activities.

Our all-inclusive service guarantees rapid assistance in all matters and in every case – flexible, uncomplicated and pragmatic!

Benefits to you

- Powerful all-inclusive service
- Fast individual assistance
- Intensive, case-specific support
- Comprehensive support from experts
- Detailed guides and instructions
- Flexible use of quota

Services	Standard Support	Support Plus
Support times: Monday to Friday from 9.00 am to 4.00 pm (except on public holidays in NRW and on 24. and 31.12)	•	•
Tickets via web-based service portal	•	•
Access to white papers + 'How to' documents	•	•
Recording and verification of faults	•	•
Assistance with installation and updates in the standard environment (as per system requirements)	•	•
Assistance and support with installation and updates in standard and non-standard environments (e.g. in a load-balance environment or untested Linux system, etc.)	-	•
Operational questions and general comprehensions ('how?' questions)	-	•
Support of modified software (e.g. layout, interfaces)	-	•
Help with configurations	-	•
Help with operating errors	-	•
Support in troubleshooting caused by third-party components	-	•
Remote support	-	•

The purchase and use of Support Plus services requires a valid maintenance agreement or subscription with con terra GmbH for one of the following products: map.apps, smart.finder, smart.finder SDI, security.manager, license.manager, service.monitor, FME Desktop, FME Server, FME Cloud, gis.pad or gg.mobil.

Do you have any questions about Support Plus or do you need any further information? We will be happy to help you.

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