



# Maintenance Program

*September 2010*

# Esri China (Hong Kong) Maintenance Program

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Dear Users

**Esri China (Hong Kong)** is committed to serving you. We support the Geographic Information System (GIS) User Community with professional technology and services. Our goal is to promote GIS for everyone and to help you build a successful GIS. We have pleasure to offer you a comprehensive Maintenance Program, to ensure that you are fully supported by our technology and services, and to encourage you to explore this powerful world of GIS applications with us hand in hand.

Our Vision is

- ✧ To promote GIS for everyone. We continue to focus on building and supporting strong GIS technology to nourish the expansion of the GIS User Community, so that we can work together and use our GIS talent to create a better world.

Services of our Maintenance Program include

- ✧ Software Updates, Service Packs, and Patches
- ✧ Technical Support Services
  - Internet Technical Support System (iTSS)
  - Telephone support services
  - On-site support services
  - 24-hour On-line services
- ✧ Publications and newsletters
- ✧ Esri Annual International User Conference



## MAINTENANCE PROGRAM IN GENERAL

Esri China (Hong Kong) is pleased to provide you with state-of-the-art GIS technology. To fully support you, we provide each of your software purchase with first year maintenance free-of-charge. After the first year, we have designed a comprehensive Maintenance Program to serve you continuously.

Throughout your maintenance period, you will enjoy and keep abreast of the latest GIS technology, as we provide you with free upgrade to the latest Software Updates, Service Packs, and Patches released throughout the whole

year. GIS culture is about sharing and helping each other, we are glad to share with you the fruits of our Research and Development and keep you updated of the most advanced technology. Each of your software license which is under current maintenance is entitled to be upgraded. Coming with each of your upgraded license is an on-line documentation explaining the features and improvement of the new version. What's more, to enhance your assets and give you the resources to have your staff leverage the new technology as quickly and as easily as possible, we are glad to send you one full set of the Software Update Install Package, including software media and documentation, for each of your site office who is using our software and is

current in maintenance.

As for Services, once you join the Maintenance Program, you can rely on us and have unlimited access to our technical support services. There is no limit for your call. You can reach our Technical Support Division's GIS and IT specialists by telephone, fax, email, and through the Internet—via our Internet Technical Support System (iTSS) at <http://support.esrichina-hk.com>. Once we receive your question, our system immediately logs it and assigns an incident number to you for referencing. Our dedicated staff will work on your question until it is resolved. We are committed to responding to all your priority questions within 4 working hours. Through iTSS, you can anytime anywhere check the progress of your logged question and submit further comment and request freely.

For on-site technical support, we are pleased to pay visits to you, assist your software installation, and discuss specific problems you have in relation to the use of the software. These are all complimentary services for our valuable users like you. We are at your service in whichever way suitable to your needs.

There is also 24-hour online services for you to access new software programs, get answers to the most frequently asked questions, download tips, workarounds, and technical information, as well as share problems and exchange messages with worldwide GIS users at <http://resources.arcgis.com/>.

On top of that, throughout your maintenance period, you will receive complimentary "ArcNews" & "ArcUser", worldwide beloved newsletters and publications, which bring the most up-to-date GIS news, technical information, application features, and a wealth of solutions and suggestions from Esri Technical Support Group to you.

Esri Annual International User Conference, the world largest GIS professionals' event, held in the United States every year, is a unique week-long information exchange experience and let you gain the latest development and future direction of Esri technologies. Complimentary seat is reserved for you each year joining the maintenance program.

Details of all the above are in the following columns. Enjoy your GIS with our comprehensive Maintenance Program!

## **SOFTWARE UPDATES, SERVICE PACKS, AND PATCHES**

As mentioned above, within your maintenance period, should there be any Software Updates, Service Packs, and Patches released internationally, we will notify you of this new upgrade in person or by phone or e-mail immediately. Detailed upgrade information is also posted on <http://www.esrichina-hk.com>.

It is entirely up to you to decide whether and when to upgrade your software to a new version. We are glad to discuss with you any of your queries, share with you our advice on the transition plan, and recommend you the upgrade procedures. Each of your software license which is under current maintenance is entitled to be upgraded. Coming with each upgraded license is an on-line documentation explaining the features and improvement of this new version. What's more, to enhance your assets and give you the resources to have your staff leverage the new technology as quickly and as easily as possible, for all Software Updates released with an Update Install Package, we are glad to deliver to you one full set of this Update Install Package, including software media and documentation, for each of your site office who is using our software and is current in maintenance.

## INSTALLATION SERVICE

To fully support you, we provide free one-off on-site installation service for your new software purchase, Major Software Updates, and same-platform license transfer.

Our technical staff is glad to visit you to help you install the newly purchased software. The installation time is to be mutually agreed, usually within one week after you have prepared the hardware and software. Installation test will be conducted to demonstrate to you the full completion of installation and that your software is now fully operational.

For the installation of concurrent use license, you are entitled to have free one-off on-site service for 3 machines at maximum for the purchase of each ArcInfo, ArcEditor or ArcView concurrent use license

### **PREPARING FOR SUPPORT**

When requesting for our technical support services, please be prepared to furnish us with the following information, so that we can help you faster and better:

- ✧ Your software and its version
- ✧ The exact wording of any message appeared on your computer screen
- ✧ The type of hardware you are using, including manufacturer, operating system, and its version
- ✧ What happened and what you were doing when the problem occurred
- ✧ How you tried to solve the problem

For Major Software Updates, should you have any difficulty in installing the Updates, we are glad to go on-site to help you install them properly.

Under special circumstances, should you decide to transfer your software license from one platform to another, or to transfer from one machine to another within the same platform, you can rely on our assistance on all the

necessary procedure. Same platform license transfer is free-of-charge as long as your license is under current maintenance, whereas a small fee is required for cross-platform license transfer, which includes the keycodes license issuance and installation services, as well as one full set of the Software Install Package for the new platform. All is to help you smoothly transit to the new platform.

## TECHNICAL SUPPORT SERVICES

Our Technical Support Division are ready to provide you with timely and expert assistance. Scope of our technical support services includes advice and assistance in solving problems arising from the use of the software. Where necessary, we can help you inspect and check the software in order to keep it in good operating condition.

In case of malfunctioning, we are glad to help you test and diagnose the malfunction, so as to restore the software to its proper operating condition. We shall perform bug fixing and workaround on the software so as to rectify the problems. We also help you log enhancement request and bugs to our Headquarters for all possible future enhancements.

As mentioned above, once you join our Maintenance Program, you can rely on us and have unlimited access to our technical support services.

## ACCESSING TECHNICAL SUPPORT

We welcome technical questions through iTSS, e-mail, telephone, and fax.

You are welcome to submit your technical questions and requests anytime to our **Internet Technical Support System (iTSS)** at <http://support.esrichina-hk.com>. Each reported technical question is immediately logged and assigned a unique incident number for your referencing.

Your question will be followed by our dedicated technical staff who will work on it until it is resolved. You are encouraged to access iTSS anytime anywhere to check the progress of your support incident and update us any development and comment freely.

Besides, you can also reach our Technical Support Division by email, telephone, and fax. Please email your technical questions to [support@esrichina-hk.com](mailto:support@esrichina-hk.com), or call us at (852) 2730-6883, or fax to (852) 2730-3772.

Where necessary, our technical staff will visit you and provide on-site support on the agreed date and time. In order for us to support you efficiently, please nominate an appropriate and capable GIS or IT staff to work with us during the support.

## RESPONSE TIME

Once we receive and log your technical question, we are committed to responding all your priority questions within 4 working hours. Please see below for detailed "Priority Definition."



For more efficient resolution, we shall advise you the testing instructions and ask you to test the software on the problematic machine. Sharing testing result with us definitely helps us diagnose and narrow down the problem.

### **PRIORITY DEFINITION**

Each technical question is important and substantial to us. For efficient support and assistance, we categorize each technical question according to the below Priority Definition:

#### **PRIORITY 1 (PRIORITY QUESTION)**

When the software problem is so critical that you cannot operate any of your GIS system or production at all.

This priority shall not apply to systems that are still under your internal development.

#### **PRIORITY 2 (PRIORITY QUESTION)**

When the software problem is related to a particular function which is critical to the daily operation of your GIS system or production; however, the majority of your GIS system functions are still operating properly.

This priority shall not apply to systems that are still under your internal development.

#### **TYPE 3 (NON-PRIORITY QUESTION)**

When the software problem hardly causes any interruption or failure to your GIS system or production, which you already have a temporary workaround to solve the problem.

#### **TYPE 4 (NON-PRIORITY QUESTION)**

When the question is an inquiry-for-information-type and is not affecting any of your GIS system or production.

In case the problem is related to your customized system that we need to discuss with your GIS or system developer, a different response time may take place.

If the problem is a coding or documentation error for which there is no workaround, future programming modification (through Service Pack or Update) by our Headquarters is necessary.

## 24-HOUR ON-LINE SERVICES

Via the Internet, ESRI has a 24-hour On-line ArcGIS Resources Center, <http://resources.arcgis.com/>, to better assist you with your technical needs. At the following Websites, you can share your GIS experience, knowledge, problems, and concern with other users and professional staff of Esri. Access is unlimited.

### *Technical Articles and White Papers*

<http://resources.arcgis.com/content/kbase>

<http://resources.arcgis.com/content/white-papers>

Where ESRI maintains an extensive technical database of tips, workaround, and answers to your most frequently asked questions for all Esri software. Your questions may have been encountered by other users before, and thus the solution is already here.

### *ESRI Discussion Forums*

<http://forums.arcgis.com/>

The above Discussion Forums comprise a community of professionals who post questions, or actively help others. Other discussion group members or Esri staff will join the Discussion Forums and answer your questions.

### *Code Galleries*

<http://resources.arcgis.com/content/all-galleries>

Where you can upload and download postings from galleries of templates, base maps, code samples, and model and script tools, which have been shared online by the ArcGIS community.

### *Web-based Help*

<http://resources.arcgis.com/content/web-based-help>

An up-to-date version of the help system that was shipped with the product; new information has been added and existing topics have been updated as necessary. If you can't find what you're looking for in the help system that shipped with your product, try looking here.

## PUBLICATIONS & NEWSLETTERS

Within your maintenance period, you will receive the "ArcUser" and "ArcNews." ArcUser is technically focused, which documents actual applications and codes developed by other GIS users to solve specific tasks or improve the efficiency of GIS operations. It also includes user group information as well as other helpful resource information. ArcNews, on the other hand, is a quarterly news magazine that features GIS stories from around the world. You and your staff will greatly benefit from the insightful knowledge in ArcUser and ArcNews, helping your GIS system to become more innovative and productive.

If you request for any Esri reference materials, we are delighted to provide the latest editions to you.

## ESRI ANNUAL INTERNATIONAL USER CONFERENCE

Esri hosts an annual ESRI International User Conference in the United States every year. This User Conference is a unique week-long information exchange experience for you and the worldwide GIS user community together with Esri staff. You can share experiences and knowledge with other GIS users. There is also a variety of user presentations and technical sessions on how to use Esri software in different applications. The User Conference is a great opportunity to meet face-to-face with ESRI staff to ask specific questions and offer suggestions on how we can better serve you. You will enjoy complimentary registration seat depending on the software type and the number of licenses under current maintenance. Apart from the Esri International User Conference, for the Conference that hosts by Esri China (HK) Ltd locally, you will also enjoy special offer on registration with reference to prior notice from us. For details, please contact our Sales and Marketing Department.

#### GENERAL TERMS OF OUR MAINTENANCE PROGRAM

- ✧ All services in our Maintenance Program are for users who have renewed and paid the annual maintenance charges, including those who have newly purchased our software, since first year maintenance is complimentary for all our users.
- ✧ First year complimentary maintenance starts from the date of our software delivery or invoice whichever is earlier.
- ✧ Annual maintenance charges should be renewed and paid yearly in advance.
- ✧ Maintenance charges may be adjusted annually.
- ✧ In the event the previous maintenance has expired and you want to re-enter and reactivate the Maintenance Program, the payment for all maintenance charges in arrears and a reconnection charge is required.
- ✧ "Major Software Updates" is defined as any update having a new version number, for example, from version 8.x to 9.x is a Major Software Update.
- ✧ There is certain time difference between a Software Update released for the U.S.A. market and for the International market.
- ✧ Installation service is not applicable to Service Packs or Patches.
- ✧ Installation service is not applicable to universities or academic institutions.
- ✧ You are strongly recommended to backup your data and application before our technical support, as we shall not bear any responsibility for any loss of data or application. Neither will we be responsible for any damage or loss arising from:
  1. problems not caused by interfacing with our software,
  2. problems not caused by the application developed on our software,
  3. software not working on certified hardware and operating system configuration,
  4. hardware or system crash which is unrelated to our software,
  5. environmental and installation conditions of the software not maintained in accordance with our recommendations,
  6. rectification work done by persons other than those authorized by us,
  7. any other cause occurring beyond our control,
  8. accidents and misuse by your side,
  9. the act of God, war, hostilities, fire, explosion, flood, typhoon, strikes, lockout, embargoes and unusually adverse weather conditions,
  10. your failure to observe or perform the terms of this Maintenance Program on your part to be observed or performed.
- ✧ The Maintenance Program cannot be transferred to any third party.
- ✧ Users must remain in good standing; otherwise, we may have to terminate the licenses or maintenance services.
- ✧ For information on software licensing and permitted usage, please refer to the Esri Master License Agreement, which is obtainable from our Sales and Marketing Department.
- ✧ All technical support efforts will follow ESRI's Supported Environment Policy and Product Life Cycle Support Policy. Please refer to <http://support.esri.com> for details.
- ✧ The terms and services in this document are subject to change without prior notice.

#### CONTACT US

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Telephone: (852) 2730-6883

Fax: (852) 2730-3772

E-mail: [support@esrichina-hk.com](mailto:support@esrichina-hk.com) (for Technical Support)

[info@esrichina-hk.com](mailto:info@esrichina-hk.com) (for General Enquiry)

[sales@esrichina-hk.com](mailto:sales@esrichina-hk.com) (for Product Information and Sales Contact)

Working hours: 9:00 a.m. to 12:45 pm  
2:00 p.m. to 6:00 p.m.  
Monday through Friday  
(except Hong Kong public holidays).

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