



# 1Spatial Support Packages

Our committed team of experienced Support Engineers and Product Specialists pride ourselves in offering you an excellent, individual service.

Combining a high level of technical expertise and extensive knowledge of our supported products and solutions, we can rapidly get to the root cause of your software or configuration issues.

Our team are skilled in supporting all 1Spatial products and also other leading geospatial products we resell, such as FME and Geocortex.

## Support Packages









1Spatial can provide a range of support packages to suit your requirements and business needs.

## Premium Package

In addition to the Standard and Advanced packages we also offer a Premium service which is bespoke to your requirements and can offer a fully comprehensive support solution to meet even the most complex of needs.






	Standard Package	Advanced Package
Latest Software Releases	✓	✓
Dedicated Service Desk	✓	✓
Online Case Management Portal	✓	✓
Online Knowledge Base	✓	✓
Product Documentation	✓	✓
Remote Access Support	✓	✓
User Group	✓	✓
Opportunity to Present at Events & Webinars	✓	✓
Inclusive Service Days		✓
Software Installation Consultant		✓
Quarterly Service Reviews		✓
Software and Service Promotions		✓
1Spatial Product Beta Program Membership		✓

## Standard Support Package

-  **Latest Software Releases**  
Make sure you are staying up to date and maximising the value of your software by receiving the latest product releases.
-  **Dedicated Service Desk**  
Get direct access to our Client Support team using the dedicated service desk.
-  **Online Case Management Portal**  
Log, track and update your support cases easily and conveniently online.
-  **Online Knowledge Base**  
Access a wide range of help and resources online.
-  **Product Documentation**  
Benefit from accessing the most up to date product documentation.
-  **Remote Access Support**  
Our support team can arrange quick and easy remote access to support you without delay.
-  **User Group**  
Join the rest of the 1Spatial community at regular client-only webinars and events.
-  **Opportunity to present at 1Spatial events and webinars**  
Raise the profile of your organisation and showcase the innovative projects and work you are doing.

## Advanced Support Package

In addition to the benefits provided in the Standard Package, our Advanced option delivers the following:

-  **Inclusive Service Days**  
6 full service days each year to help you with your consultancy, training or onsite support needs.
-  **Software Installation Consultant**  
2 full days access to a dedicated software installation expert.
-  **Quarterly Service Reviews**  
A service review meeting each quarter attended by your assigned Support Lead and Account Manager (or other suitable 1Spatial representative). Includes provision of a detailed service report covering the relevant period.
-  **Software and Service Promotions**  
Benefit from User Group promotions, discounts and special offers on software and services.
-  **1Spatial Product Beta Program Membership**  
Be one of the first to hear about and trial the newest 1Spatial software releases\*.

\* Access to Beta releases for software resold by 1Spatial will be determined by the software vendor, although when available, access to such releases can usually be agreed on request.

## Premium Package

Our Premium Support Clients can benefit from a truly tailored experience.

We will work with you to build a premium package designed to support your business. This could include elements from the Advanced package, or as an example could include one or more of the following: Specific or Non-Standard Service Levels, a greater number of Inclusive Service Days, Product Roadmap Updates, Software Patch Releases, Technical Lead, Extended Life Support and membership on the 1Spatial Client Advisory Board.

Above are simply some of the items we could offer but if you would like any additional information, or would like to discuss your requirements with one of our team, please get in touch.

For more information about 1Spatial's solutions email [info@1spatial.com](mailto:info@1spatial.com) or visit [1spatial.com](http://1spatial.com)