



Hexagon Products Software Maintenance ERDAS IMAGINE & GeoMedia

Summary of Service

Sterling Geo provides a comprehensive technical support programme for all customers within the UK with a current software maintenance contract. Software maintenance provides quick but thorough assistance with specific issues, involving you in the process. This includes technical support to assist with installation, licensing and configuration, as well as helping to resolve technical issues you encounter.

Software Upgrades

Automatic upgrades are part of the software maintenance programme, ensuring you have the most up-to-date version of your Hexagon Geospatial software. Software updates are released in the form of fixes, services packs and full releases. When a new version of a product is released, it is delivered to customers with current software maintenance contracts via download. Service packs are also delivered via download. Currently, most major releases occur each June and minor releases from time-to-time.

Technical Support

Sterling Geo has an industry leading technical support team dedicated to assisting customers with issues related to the operation of our solutions. Technical support can assist with installation, licensing and configuration, as well as helping to resolve technical issues you encounter. Every technical support engineer has access to a team of Hexagon Geospatial technology experts from both a functional and technical perspective. Technical support is available through e-mail and toll-free telephone and we also provide clients with web access to our support requests via our customer service interaction platform. When a new support case is established, we strive to commence working with the customer within one business day of receiving the request – over 80% of queries are responded to within eight hours.

In cases where enquiries go beyond technical support and tend towards more intricate workflow advice, the support team will still be on hand to provide professional services on a paid for consultancy basis.

For technical support, please email support@sterlinggeo.com or call Freephone 0800 912 0988.

www.sterlinggeo.com

0800 912 0988

enquiries@sterlinggeo.com



GOLD
PARTNER



License Change

Customers with a software maintenance contract are entitled to two no-charge license system ID changes per license seat per year. Licenses must be under software maintenance to transfer to another machine or platform. In other situations, licenses may be transferred upon payment of a one-off fee.

Reinstatement

If your software maintenance contract lapses for more than 90 days, a reinstatement fee will be payable in order to reinstate your software maintenance.

Product Life Cycle

Software support is provided for the current version and the immediately previous version. Versions more than one version back are not covered. However, on taking out a software maintenance agreement, you are entitled to upgrade to the latest version and we advise that you run the latest version with any appropriate service pack.

End User License Agreement

The full End User License Agreement for Hexagon Geospatial software products, including ERDAS and GeoMedia software, can be found at: <https://support.intergraph.com/documents/eula.pdf>

