



Safe Software Product Maintenance FME

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

Upgrades are a part of the software maintenance programme, ensuring you have the most up-to-date version of your FME product range. 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, major releases occur annually 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 Safe Software technology experts from both a functional and technical perspective. Technical support is available through e-mail and toll-free telephone. 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.

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



Reinstatement

All back maintenance must be paid in order bring the licence up to date and in line with the licence record.

Product Life Cycle

Software support is provided for the current version and the four immediately previous versions. 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. This is in-line with Safe Software's own policy.

End User License Agreement (EULA)

The full EULA can be found here: <http://www.safe.com/terms-and-conditions/>

