



Software Support



Comprehensive Software Support Programs.

Protect your investment in GIS with the finest in software support from Sidwell. All clients automatically receive one year of Standard Software Support as a project deliverable. Due to client demand resulting from the increasing complexity inherent in today's GIS world, Sidwell is pleased to offer a comprehensive tiered support program. Exciting new additions to our programs include guaranteed response times and a "Remote Access" option. Contact your Sidwell representative for more information or to enroll at the level that's right for you.

comprehensive
support services

tiered program
structure

guaranteed response
times

Basic Software Support.

This level of support covers all installed Sidwell products at your site, including the full Parcel Builder suite and FARMS.

Day-to-day support services include:

- Parcel Builder configuration
- Parcel Builder map maintenance issues
- FARMS configuration
- Free updates to Sidwell software.
- Anticipated response time of less than 1 business day*
- Access to online FORUM/Answer Center

Standard Software Support.

This level of support includes all the features of Basic, plus:

- Use of "Remote Access" to solve problems (GoToMyPC, ASAP, Remote Desktop, etc.)
- Guaranteed response time of less than 6 business hours.*

Enhanced Software Support.

The Enhanced Software Support program includes all the same features of the Standard program, and adds:

- One free Geodatabase checkup, which includes:
- Geometry check & repair (no repair)
- Topology check & report (no repair)
- Annotation & cartographic subtype checking & reporting
- Guaranteed response time of less than 4 business hours*

Premium Software Support.

With the Premium package, you'll get help not only with your Sidwell products and configurations, but with ESRI software as well. Premium features all of the components of the Enhanced package, plus:

- A special access code identifying you as a Premium support client

- Priority call back
- 2 days on-site time per client site, (On-site time must be scheduled a minimum of 2 weeks in advance.)
- Step-by-step assistance with difficult mapping scenarios
- Step-by-step support for software upgrades
- Free uploads of parcel maintenance updates
- Database "tuning", including indexing, compaction, & troubleshooting
- MXD design assistance, including complex labeling and symbology schemes
- MapPlotter MXT design assistance, including advanced field-to-attribute linking
- Step-by-step assistance with joins/relates to Tax/CAMA data
- Advanced thematic mapping support
- Guaranteed response time of less than 2 business hours*



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ESRI
Technology
AUTHORIZED
BUSINESS PARTNER

www.sidwellco.com

* Business hours/days are 8 am-4:30 pm CST Mon-Fri, excluding holidays.