

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 Basic 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.

Basic Software Support Program

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

- Use of "Remote Access" to solve problems (GoToMyPC, ASAP, Remote Desktop, etc.)
- Anticipated response time of less than 1 business day*
- Parcel Builder map maintenance issues
- Free updates to Sidwell software
- Assistance repairing Parcel Builder configuration settings
- Assistance repairing FARMS configuration settings
- Access to online FORUM/Answer Center

Enhanced Software Support Program

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

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

Premium Software Support Program

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

- 2 days on-site time per client site. (On-site time must be scheduled a minimum of 2 weeks in advance)
- A special access code identifying you as a Premium support client
- Priority call back
 - *Guaranteed response time of less than 2 business hours**
- Step-by-step assistance with difficult mapping scenarios
- Assistance installing software patches and service packs
- Free uploads of parcel maintenance updates
- 1 annual database "tune up", including indexing, compaction, & troubleshooting
- MXD design assistance, including complex labeling and symbology schemes
- MapPlotter design assistance, including advanced field-to-attribute linking, etc.
- Step-by-step assistance with joins/relates to Tax/CAMA data
- Advanced thematic mapping support

* Business hours/days are 7 am-7 pm CST Mon-Fri, excluding holidays.

