

Use our expertise to your benefit

AIT Spatial personnel combine over 60 years experience in Land Surveying and Civil Engineering expertise with the best in GIS knowledge and professionalism.

Our dedicated personnel have unparalleled software knowledge and your problem is **our** challenge and you can rely on us to meet it head-on.

AIT Spatial provide different types of support designed to meet your individual business strategy, from standard telephone, email support and proactive on-site support to dedicated project management.

Standard Software Support

- Ø Telephone, fax and e-mail support within a targeted response time.
- Ø A dedicated telephone line for support.
- Ø Cards issued to contact for the Support Contract which include the reference number needed to log a call.
- Ø A half day (maximum 4 hours) Health Check has been introduced, which will occur within the contracted year. The Health Check is designed for us to understand how you are using your software, your system set up and will allow us to offer advice if required.

Using AIT Spatial support, *your problem is owned by us.*

Call-by-Call Support

In addition to the above we provide a call-by-call service to handle ad-hoc problems on a fixed rate per call basis. This is preferential service, that will give you access to the dedicated support telephone line and guarantee up to 2 hours of dedicated time to resolve your problem. Should your issue escalate, we will discuss this with you further. An invoice is issued per call.

Proactive Support

Our Proactive Support scheme enables you to take out any number of pre-paid support days. Each of these days can be used on your own site to cover any aspect of consultancy, training or assistance on any of the products or applications sold and supported by us.

The days can be "called off" at your discretion over any period you wish subject to our availability and other normal time constraints. Our only condition is that we have a pre-qualified idea of your requirements before arranging a visit and that these days are not used for application development.

A Site Visit report will be issued to the contract holder on completion of the Proactive days requested.

Project Management

If you have a major project in progress, AIT Spatial can tailor its support to the nature and duration of the project contract. AIT Spatial also provides Project Management Services ensuring that your project is implemented to time and cost based constraints.

At the other end of the scale you may just need support with maintaining the CAD installations within your company, ensuring all problems are resolved as efficiently as possible and that all software is legal and up-to-date with service packs and patches.

AIT Spatial is flexible to your needs and can adapt its support to cover the requirements may they be large or small.

Contact us now on 01933 303034 to discuss your requirements in more details.

