

Managing Local Land Concerns, Maintaining Corporate Governance











User Support: Engaging & Processes

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spatial dimension

Our Ultimate Goal

To provide professional and timely support services to our FlexiCadastre user base.



Support Avenues

- Service Level Agreement (SLA)
- Support Procedure (Internal & External)
 - Email
 - Telephone
 - Skype
 - WebEx



Service Level Agreement

- Established post Go-Live
- Spatial has a standard agreement format
- Modified to suit client requirements
- Normally contains provisions for
 - User Support
 - Training
 - Configuration
- Can be pre-paid for the year, or paid monthly
- Rates dependent on above and volume of work
- Response and resolution times defined



User Support: Procedure

- Corporate IT policy. May require logging on internal ticketing system (e.g. Jira)
- First line support to internal IT for connection / performance issues
- First line support to local Flexi Administrator / super-User for Functionality issues
- Escalate to Spatial if not resolved internally
- Spatial is however generally aware of crashes through automated email notification – pro-active support from vendor (if permitted internally)



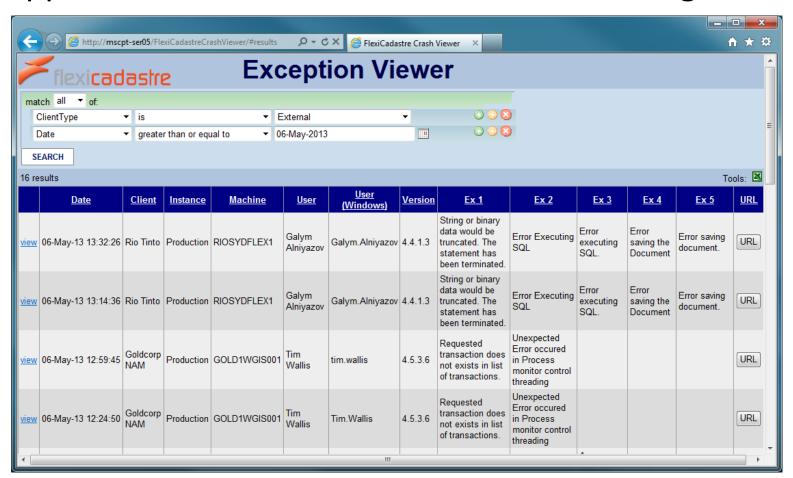
User Support: FlexiCadastre Automatic E-mails

- Generated in event of a FlexiCadastre Crash
- E-mail sent to Support Team members
- Type of crash is reviewed by Support Team
- Sometimes difficult to assess crash from only email content
- Repetitive crashes may require direct contact to the FlexiCadastre user from the Support Team to inquire and assist in resolving the issue.
- If no pro-active response from Spatial, please email or call support directly (once you have recreated the crash)



User Support: FlexiCadastre Automatic E-mails

Support Dashboard with automatic monitoring





User Support: E-mail Requests

When you send us a support e-mail the following happens:

- A ticket is automatically generated by FogBugz and an auto-reply with the case number is sent
- Support Team receives a copy of the email

Then one of two things will happen:

- 1. The issue is resolved, and the user is informed of the fix.
- 2. Spatial needs more information to resolve your issue.

E-mail: support@spatialdimension.com



User Support: E-mail Requests

Helping us help you:

- Confirmation of website address i.e. FlexiCadastre URL (test or production)
- If the issue is recurring:
 - Steps followed to reproduce
 - What was expected to happen
 - What happened instead
- Identify the exact FlexiCadastre object the user was working with e.g.
 - License: License Name/Code
 - Agreement: Agreement Name/Code
 - Group: Group Name/Code
 - Action: Action Type Name, Date & associated license/agreement/group
 - Report: what type, which report, search criteria etc
- Add the all text of the crash, by clicking on 'Show Detailed Exception' (if applicable)
- Any screenshots (if applicable)
- Any other additional information that could assist with describing the issue



Support Tools

Sometimes an E-Mail is not fast enough.

- Pickup the phone and call us directly
- WebEx for screen sharing
- Skype IM/talk session
 - Your local Spatial contact
 - FlexiCadastre Skype user (connected to 24/7 support phone)
 - Screen sharing on Skype now available



User Support Desk

Vancouver Office

Hours: 8:00am to 5:00pm (PST)

Phone: 1.604.770.3539 Option 3 (Support)

Toll Free: 1.855.770.3539 Option 3 (Support)

Cape Town Office

Hours: 9:00am to 4:00pm (UTC/GMT +2 hours)

Telephone: **+27 21 531 3132**

24/7 Support Phone: **+27 82 466 9420**

