

Technical Support

Technical support refers to the assistance given to users within the normal framework of our products. This support is given primarily by phone, email and remote access software.

What is regarded as technical support

The following interventions are regarded as technical support:

- Answer to a precise question regarding the software operations
- Assistance during the software installation
- Assistance for the data input and validation
- Minor modifications to a style file
- Minor correction or modification to an Access query (view)
- Corrections to erroneous data due to faulty software operations

What is not regarded as technical support

The following interventions are not regarded as technical support:

- On site technical support
- Complete installation of the software
- Detailed explanations about the software due to a lack of training
- Input of geotechnical or other data
- Development of style files
- Development of data entry forms
- Development of Access queries (views)
- Development of Access reports
- Development of Excel files
- Correction of erroneous data due to the following:
 - The software was used without adequate training
 - The data were entered without following the requirements handbook produced by our main clients providers of contracts
 - The data are from tables added or customized by the user
 - The data are from customized queries that are erroneous

This work is regarded as training, software customization, consultation, technical assistance or ad hoc development, and can be done as a specific mandate on an hourly or flat rate basis, to be established according to the scope of work required.