



Open Source GIS Service Plans

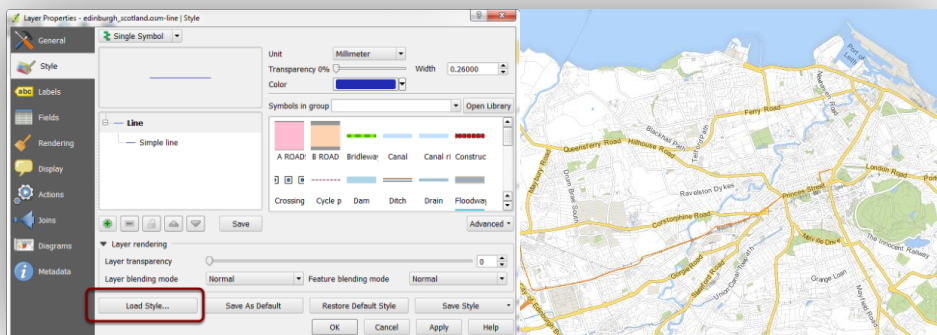
thinkWhere are experts in the use of Open Source GIS technologies – they're core to our business. Our team use Open Source geospatial technologies on a daily basis to deliver customer projects, and we've even built our own geospatial platform "Location Centre" and "groundMapper" using Open Source components.



With a proven track record, we've also been delivering high quality GIS support services via our dedicated Servicedesk to our customers for over 20 years. Having been on the Open Source journey ourselves, we've now developed a range of **Technical Service Plans**: specifically designed to assist those using **QGIS, PostGIS, Openlayers or GeoServer**.

If you would like technical support for QGIS, PostGIS, Openlayers or GeoServer from time to time, our Service Plans offer you flexibility: allowing you to decide where, what and how much technical support we provide to you. Use your plan to receive support for QGIS and/or PostGIS and/or GeoServer and/or Openlayers – one Service Plan covers them all!

Working with us, you'll have confidence in knowing you'll be receiving some of the highest quality Open Source geospatial advice available in the UK.



Benefits

- Speedy, high quality technical advice and support from ISO9001 certified geospatial consultancy
- Support for all QGIS, PostGIS, Openlayers or GeoServer users
- Different plans to suit different business needs and budgets
- Flexible plans: fully inclusive of support for QGIS, PostGIS, Openlayers and GeoServer – spend support time when and where you most need it
- Log issues by phone or via our online Service Desk
- Standardised service levels, response and resolution times
- Training offers and discounts included in some plans

Open Source GIS Service Plans

Prices shown exclude VAT.

| SERVICE PLANS | Bronze | Silver | Gold | Platinum |
|------------------------------------|--------|--------|-------|----------|
| Annual cost | £500 | £1400 | £2700 | £5250 |
| No of days | 1 | 3 | 6 | 12 |
| Equivalent no of hours in Plan | 7.5 | 22.5 | 45 | 90 |
| *Maximum number of calls | 15 | 45 | 90 | 180 |
| QGIS Support included | ✓ | ✓ | ✓ | ✓ |
| PostGIS Support included | ✓ | ✓ | ✓ | ✓ |
| GeoServer Support included | ✓ | ✓ | ✓ | ✓ |
| Openlayers Support included | ✓ | ✓ | ✓ | ✓ |
| Installation Guides available | ✓ | ✓ | ✓ | ✓ |
| Response Time (working hours) | 1 | 1 | 1 | 1 |
| Log issues via online Service Desk | ✓ | ✓ | ✓ | ✓ |
| Telephone Support (working hours) | ✓ | ✓ | ✓ | ✓ |
| Email – usage report | ✓ | ✓ | ✓ | ✓ |
| Notifications of upgrade changes | ✓ | ✓ | ✓ | ✓ |
| **Training Offers / Discounts | N/A | 10% | 15% | 20% |

*Each Support call incurs an initial 30 minutes of time, with intervals of 30 minutes thereafter. **Training discounts apply to our published prices for standard training courses held in Stirling.

Other thinkWhere Products and Services

- ✓ Web and Desktop GIS
- ✓ GIS Data Management
- ✓ Open Source GIS Training
- ✓ Managed GIS Services
- ✓ GIS Technical Consultancy
- ✓ Ordnance Survey Data Sales

Training Courses

- ✓ Introduction to GIS using QGIS
- ✓ QGIS Fast Track
- ✓ QGIS Skills (various)
- ✓ PostGIS User
- ✓ PostGIS Administrator
- ✓ Customised Training Courses (just enquire...not subject to training discount)

Contact Us

If you're interested in taking advantage of one of our Open Source GIS Service Plans, or any of our other products and services, please get in touch.

thinkWhere Limited
 Glendevon House
 Castle Business Park
 Stirling, FK9 4TZ
 Telephone: +44 (0)1786 476060
 Email: info@thinkwhere.com



@thinkWhere1



thinkWhere

www.thinkwhere.com