
ESRI CHINA (HK) MAINTENANCE PROGRAM FOR ESRI GIS SOFTWARE

(September 2019)

WELCOME

Dear Customers,

Esri China (Hong Kong) is committed to serving you. We support the Geographic Information System (GIS) User Community in Hong Kong and Macau with professional technology and services. Our goals are to promote GIS for everyone, to assist you to build a strong and successful GIS and to nourish the expansion of the GIS User Community. We have pleasure to offer you a comprehensive Maintenance Program, to ensure that you are fully supported by our technology and services, and to encourage you to explore this powerful world of GIS applications with us hand in hand.

Esri China (Hong Kong)

OVERVIEW OF ESRI CHINA (HK) MAINTENANCE PROGRAM & BENEFITS

To fully support you under the Esri China (HK) Maintenance Program, software maintenance for the first year is included when you purchase a new GIS product license. After that, you can renew your maintenance subscription annually.

Our Esri China (HK) Maintenance Program for Esri GIS Software includes the following benefits:

- New software releases and updates and one-off standard installation service
- Standard Technical Support Services
- Unlimited access to Esri self-paced e-Learning resources
- Special offer on Esri User Conference Registration
- Publications and newsletters

NEW SOFTWARE RELEASES AND UPDATES AND ONE-OFF STANDARD INSTALLATION SERVICE

Throughout your first maintenance period and by renewing the maintenance program after the first year, you will enjoy and keep abreast of the latest GIS technology. We will inform and provide you with free upgrade to the latest software releases and updates. The maintenance program will enable you to have fast, cost-effective access to the latest Esri technology to keep your GIS workflows running smoothly. It allows you to upgrade easily by conveniently downloading new software from the My Esri portal as it suits your needs.

Standard installation service will also be included for major ArcGIS release (such as upgrade from ArcGIS 9 to ArcGIS 10) upon your request. Standard installation service of Esri GIS Software refers to the installation and configuration of ArcGIS software using default installation parameters and under a simple computing environment, which does not involve Documentation Provision, Architectural design, Performance tuning, Sizing and scalability considerations, High availability

(HA) failover, clustering and load balancing environment, Virtualization environment, Active directory environment and configuration, Advanced and extensive changes of any software configuration files and software settings.

We will provide free one-off on-site installation service for your new software purchase, Major Software Updates, and same-platform license transfer.

Our technical staff will schedule to visit you to help you install the newly purchased software or upon the delivery of Major Software Releases and Updates. The installation time is to be mutually agreed, usually within one week after you have prepared the hardware and software. Installation test will be conducted to show you the full completion of installation and the ArcGIS software is fully operational. For the installation of ArcGIS Desktop Concurrent Use License, you are entitled to have free one-off on-site service for 3 machines at maximum for the purchase of each ArcGIS Desktop concurrent use license.

Under special circumstances, should you decide to transfer your software license from one platform to another, or to transfer from one machine to another within the same platform, you can rely on our assistance on all the necessary procedures. Same platform license transfer is free-of-charge as long as your license is under current maintenance, whereas a small fee is required for cross-platform license transfer, which includes the keycodes license issuance and installation services.

STANDARD TECHNICAL SUPPORT SERVICE

With active Maintenance Program in place, you can have unlimited access to our Standard Technical Support Service. You can assign up to 3 technical representatives as authorized callers to reach our Technical Support Analysts. Esri China (HK) Technical Support services are available 9:00AM to 12:45PM, 2:00PM to 6:00PM, Monday to Friday excluding Hong Kong Public Holidays.

You can send us your technical questions via My Esri, Email, Phone or Web Form at <http://support.esrichina.hk>. Please refer to [this link](#) for more details. Please follow the information required to input supporting information so that we can help you faster and better. Once we have received your question, it will be logged as a technical support case and assigned a case number for further follow up. Our technical support analysts will work on your case for troubleshooting, problem diagnosis and resolution.

Esri China (HK) Technical Support endeavors to provide a response to customers within eight hours of their logging a support request. The problem may not necessarily be solved within that time frame; however, it means that dialogue between the support analyst and customer has begun, whether that is for obtaining data, more information, or an initial contact to then research the problem further.

Problem resolution times can vary depending on the type and complexity of the problem. Our Technical Support Analysts will attempt to resolve the problem as quickly as possible. If a question requires extensive research or configuration of hardware/software, the resolution time will

lengthen to a few days. On some occasions, if there is no readily available workaround or a solution depends upon a bug fix or enhancement that will only become available in a future release of the product, it may take longer.

If users call Technical Support with problems related to unsupported product versions or components, they will be asked to upgrade or change the component. Technical Support can only test the problem on supported components. If the problem is reproducible on supported components, the issue will be carried forward on the supported component. The resolution of the problem on the supported component may or may not resolve the problem on the unsupported component. All support effort will follow Esri's [Supported Environment Policy](#).

To keep pace with the emerging IT development and new technologies, Esri GIS software will be upgraded to newer versions. Users are encouraged to upgrade their Esri GIS software to enjoy new features and functionalities when software upgrade is available. With new release of software, former versions will be unavailable and technical support resources will be limited. Esri designed the [Product Lifecycle Support Policy](#) which helps communicate to Esri users the technical support resources available during a product's life span and to provide advanced notification of planned changes to available support options. All support effort will follow Esri's [Product Lifecycle Support Policy](#), please refer to the [Esri Product Lifecycle Webpage](#) for details.

In addition, The Esri Online Support Center is a dynamic Web site that communicates new technical information to the Esri user community through updated product documentation, blog posts, technology announcements and more. The center can be found at: support.esri.com. You can also check [this link](#) to access common and useful shortcut links to Esri Online Support Center.

This maintenance program is only applicable to non-modified Esri GIS Software. Any custom programs developed on the ArcGIS platform are out of the support scope of this maintenance program. If the problem is related to your customized system or requires code debug, Technical Support Analysts will introduce other support services to you, please note that separate charges will be needed for such kind of technical support services.

UNLIMITED ACCESS TO ESRI SELF-PACED E-LEARNING RESOURCES

All customers who have a qualifying product with a current maintenance subscription are eligible for unlimited access to our entire collection of self-paced e-Learning resources known as [Esri Academy](http://www.esri.com/training) (<http://www.esri.com/training>).

[Esri Academy](http://www.esri.com/training) is a new digital destination to discover, explore, consume, plan, and continue your GIS learning. It's a destination designed to help you build geospatial skills, grow your ArcGIS expertise, and advance your professional and personal goals. It is where you can go to attend a class, watch a video, join a live seminar, take all kinds of e-Learning, interact with thousands of other learners around the world in a MOOC, and download white papers to stay up to date with the latest ArcGIS capabilities.

The [training catalog](#) in [Esri Academy](#) contains many free web courses, training seminars, videos, and other resources that anyone may access at any time. Unlimited access to our entire e-Learning collection is included with active maintenance subscription.

SPECIAL OFFER ON ESRI USER CONFERENCE REGISTRATION

Esri International User Conference will be held in the United States every year. This User Conference is a unique week-long information exchange experience for you and the worldwide GIS user community together with Esri staff. You can share experiences and knowledge with other GIS users. There is also a variety of user presentations and technical sessions on how to use Esri software in different applications. The User Conference is a great opportunity to meet with Esri staff to ask specific questions and offer suggestions on how we can better serve you. You will enjoy complimentary registration seat depending on the software type and the number of licenses under current maintenance. Apart from the Esri International User Conference, the Conferences that host by Esri China (HK) locally, you will also enjoy special offer on registration with reference to prior notice from us. For details, please contact our Sales and Marketing Department at sales@esrichina.hk.

PUBLICATIONS AND NEWSLETTERS

Two famous Esri Publications, known as ArcUser and ArcNews are now available online for your access. You are highly recommended to read these two publications to keep update and learn from other users about using Esri GIS software:

- ArcUser: <http://www.esri.com/ArcUser>
- ArcNews: <http://www.esri.com/ArcNews>

In addition, you can also subscribe our local newsletter known as [gisConnection](#) - our quarterly e-Newsletter to bring the GIS world to you. It delivers local industry insights and product updates, stories about applications of GIS, and the international and local event highlights. If you want to receive the latest news of GIS community, you are welcome to subscribe [gisConnection](#) e-Newsletter by providing us your contact information in this link: <https://www.esrichina.hk/en-hk/news/subscribe>.

TERMS & CONDITIONS

1. All services in our Maintenance Program are for users who have renewed and paid the annual maintenance charges, including those who have newly purchased our software, since first year maintenance is complimentary for all our users.
2. First year complimentary maintenance starts from the date of our software delivery or invoice whichever is earlier.
3. Annual maintenance charges should be renewed and paid yearly in advance.
4. Maintenance charges may be adjusted annually.
5. In the event the previous maintenance has expired and you want to re-enter and reactivate the Maintenance Program, the payment for all maintenance charges in arrears and a reconnection charge is required.
6. "Major Software Releases and Updates" is defined as any update having a new version number, for example, from version 9.x to 10.x is a Major Software Update.
7. There is certain time difference between a Software Release and Update released for the U.S.A. market and for the International market.
8. This maintenance program is only applicable to non-modified Esri GIS Software. Any custom programs developed on the ArcGIS platform are out of the support scope of this maintenance program.
9. Customers have to maintain their computer environment to be compatible to specific ArcGIS software versions and meet the system requirements of ArcGIS software versions. Technical Support Service is not applicable to computer environment that is not supported by specific ArcGIS Software versions.
10. Installation service is not applicable to Service Packs or Patches.
11. Installation service is not applicable to universities or academic institutions.
12. For the purchase of each ArcGIS Desktop concurrent use license, customers are entitled to have free one-off on-site installation service for 3 machines at maximum. Installation charge of each subsequent additional seat shall be HK\$2,500.
13. Installation service does not include any written installation guidelines, steps and documentations. Provision of such documentations is to be charged separately.
14. Installation service only includes standard installation service of Esri GIS Software which refers to the installation and configuration of ArcGIS software using default installation parameters and under a simple computing environment, which does not involve, but not limited to, the following conditions:
 - Architectural design
 - Performance tuning
 - Sizing and scalability considerations
 - High availability (HA), failover, clustering and load balancing environment
 - Virtualization environment
 - Active directory environment and configuration
 - Advanced and extensive changes of any software configuration files and software settings
15. Installation service is to be scheduled on a mutually agreed schedule and customers have to prepare the necessary compatible computer hardware and software before ArcGIS installation service is carried out.
16. You are strongly recommended to back up your data and application before our technical support service is carried out, as we shall not bear any responsibility for any loss of data or application. Neither will we be responsible for any damage or loss arising from:
 - problems not caused by interfacing with our software,
 - problems not caused by the application developed on our software,

- software not working on certified hardware and operating system configuration,
 - hardware or system crash which is unrelated to our software,
 - environmental and installation conditions of the software not maintained in accordance with our recommendations,
 - rectification work done by persons other than those authorized by us,
 - any other cause occurring beyond our control,
 - accidents and misuse by your side,
 - the act of God, war, hostilities, fire, explosion, flood, typhoon, strikes, lockout, embargoes and unusually adverse weather conditions,
 - your failure to observe or perform the terms of this Maintenance Program on your part to be observed or performed.
17. The Maintenance Program cannot be transferred to any third party.
18. Users must remain in good standing; otherwise, we may have to terminate the licenses or maintenance services.
19. For information on software licensing and permitted usage, please refer to the Esri Master License Agreement, which is obtainable from our Sales and Marketing Department at sales@esrichina.hk.
20. All technical support efforts will follow Esri's [Supported Environment Policy](#) and [Product Life Cycle Support Policy](#). Please refer to <http://support.esri.com> for details.
21. Esri China (HK) reserves the right to change this Esri China (HK) Maintenance Program at any time without notice.

CONTACTING ESRI CHINA (HK)

Esri China (HK) Technical Support

Tel: (852) 3768 5909
Fax: (852) 2730 3772
Web: <http://support.esrichina.hk>
Email: support@esrichina.hk

For General Enquiry

Tel: (852) 2730 6883
Fax: (852) 2730 3772
Web: <http://www.esrichina.hk>
Email: info@esrichina.hk

For Product Information and Sales

Email: sales@esrichina.hk

Opening hours:

9:00 a.m. to 12:45 p.m., 2:00 p.m. to 6:00 p.m., Monday to Friday,
except Hong Kong public holidays

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