

# WHY CHOOSE A HEXAGON SMA?

## TECHNICAL SUPPORT

### 1. THE CUSTOMER PORTAL

A highly efficient tool for contacting our experienced and knowledgeable Technical Support Team. It shows the status of current and previous cases and gives access to a comprehensive knowledge base.

### 2. ESUPPORT

Enables our Technical Support Team to view detailed information via email relating to your queries, for a rapid and accurate response.

### 3. TELEPHONE SUPPORT

Provides direct telephone contact to the Technical Support Team, for resolution of more involved issues.

### 4. WEB RESCUE

A direct PC to PC service allowing our Technical Support Team to resolve your issues.

### 5. EXPERT ON SITE

Where required, we can send a support engineer to your site, ensuring a speedy resolution of your issue.

## PRODUCT DEVELOPMENT

### 6. SOFTWARE UPDATES

Receive annual software updates giving you the latest functionality and ensuring maximum productivity and efficiency.

### 7. BUG FIXES

Through the Customer Portal you will be able to log and monitor any software bug and receive hot fixes.

### 8. ENHANCEMENT REQUESTS

Provide your valuable input into the modification and enhancement of existing product features and see them delivered through your software updates.

## ADDITIONAL BENEFITS

### 9. LICENCE PROTECTION

Ensures replacement of your Dongle or Software Licence in the event of theft, accidental damage or fire.

### 10. SUPPORT CHARTER

Our Support Charter fully documents our support process and defines the standards we set ourselves. It provides you with information that will help you get the best from our technical support service. Reference to the Support Charter can be found on the Customer Portal.

