



# CUSTOMER SUPPORT

**Worldwide, World-Class Support... 24X7 .... Customer Focus...  
Industry Leading Expertise ... Value Added Service...  
People Driven...**

## **Applanix Customer Support is your Business Partner for Mobile Mapping Solutions.**

At Applanix, our goal is to be your business partner. We deliver customized service solutions to optimize your operations. Our measure of success is the loyalty of our customers year after year, decade after decade.

Our customer support team is known in the industry for its knowledge, experience, and expertise. When you contact Applanix Customer Support, you will find highly qualified engineers and mobile mapping experts, not just a call centre. And to continue leading the market with innovation and best-in-class solutions, we are dedicated to attracting and retaining the very best talent for our Customer Support team.

Some of our services include:

- 24/7 Emergency Support
- Phone and Online support
- Online self-help areas
- Onsite installation and consulting services worldwide
- Maintenance and training
- Diagnostics and problem solving
- Product and software support
- Scheduled training courses
- Informative seminars and Web broadcasts
- Training courses
- Data processing services
- Technical workflow optimization
- Product certification
- Equipment calibration/Boresight services

Applanix delivers a full range of support services to meet all your needs.

**As an industry leader and innovator,  
we understand your operational challenges.**



**AIRBORNE LAND MARINE**

Products and Solutions for Mobile Mapping and Positioning. *Capture Everything*

[www.applanix.com](http://www.applanix.com)





**A Global Specialist is at Your Doorstep:  
The Applanix customer support team travels the  
world helping companies like yours succeed in  
the field, where it counts.**

## Extended Warranty Hardware and Firmware



### Includes:

- Repair or replacement of defective equipment\*
- Loaner equipment in the event of a hardware failure^
- Firmware and Controller upgrades
- Access to Applanix' Customer Support team via phone and online resources, 24x7 emergency support

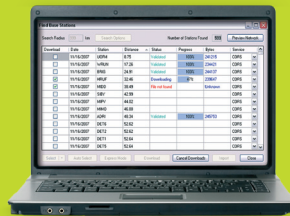
### Benefits:

- Protects your investment and allows your team to stay productive by avoiding down time
- Avoids unexpected repair costs
- Access to the latest functionality
- Discounts for purchasing coverage on multiple pieces of equipment
- Expert advice to help you overcome any mobile mapping challenge

\* At Applanix's sole discretion.

^ Pending availability of loaner equipment.

## Maintenance Agreement Office Software



### Includes:

- All non-version change POSPac releases during coverage period
- Access to Applanix' Customer Support team and online resources, 24x7 in emergency situations

### Benefits:

- Improves your productivity by implementing the latest POSPac features in your workflow
- Allows you to quickly solve processing problems that would otherwise delay your project
- Discounts for purchasing maintenance on multiple software licenses

## Services



### Includes:

- Non-warranty hardware repair, maintenance and upgrades
- Camera and IMU calibration
- Frame camera and LiDAR BoreSight angle calibration
- On site, customized mobile mapping training and workflow consultations

### Benefits:

- Get the highest accuracies out of your equipment
- Streamline your workflow to improve productivity
- Gain a deep understanding in the latest advances in mobile mapping technology

## How you reach us:

website: <http://www.applanix.com/support/general-support/overview.html>

e-mail: [techsupport@applanix.com](mailto:techsupport@applanix.com)

phone: +1-905-709-4600

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