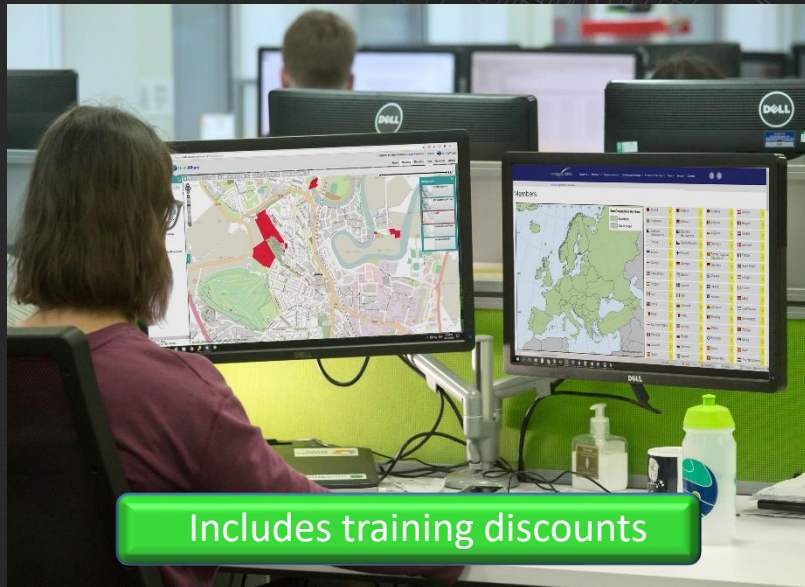


## Open Source Technical Support Packages

thinkWhere provides Technical Support for Open Source technologies QGIS (including QField), PostGIS, GeoServer and OpenLayers with pre-paid Support Plans to suit all budgets.



### Features

- Technical Support for Open Source GIS
- Competitively priced pre-paid Support Plans
- Tools to help diagnose and resolve issues
- Use of online Service Desk ticketing system
- Training offers and discounts available

### Benefits

- Log support calls 24/7
- ISO9001 certified GIS experts
- Cost and operational savings
- Defined response and resolution times
- Access to online Knowledge Base

### About

Backed by a professional Service Desk, experienced GIS consultants are on hand at thinkWhere to quickly resolve your technical issues.

Our Service includes defined response and resolution times, training offers, installation guides and regular communications on technology updates.



OpenLayers



GeoServer

PostGIS



QGIS

### Contact us for more information

8-10 Corn Exchange Road t: 01786 476060  
Stirling @thinkwhere1  
FK8 2HU e: info@thinkwhere.com

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

## Pricing and discounts

TECHNICAL SUPPORT PACKAGE	Bronze	Silver	Gold	Platinum
Annual cost	£750	£1,950	£3,750	£6,995
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	✓	✓	✓	✓
MapProxy 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	✓	✓	✓	✓
Use as consultancy days **	✗	✗	✓	✓
Training Offers / Discounts ***	N/A	10%	15%	20%

\* Each Support call incurs an initial 30 minutes of time, with intervals of 30 minutes thereafter.

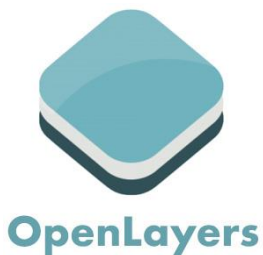
\*\* Consultancy days must be delivered as full days (7.5 hours).

\*\* Training discounts apply to our published prices for standard training courses held in Stirling.

Prices shown exclude VAT.

*"The Service Desk support my team receives from thinkWhere is great. From solving complex problems to offering GIS-insider tips and tricks, the team provide invaluable assistance on a whole range of projects."*

Falkirk Council



### Contact us for more information

8-10 Corn Exchange Road  
Stirling  
FK8 2HU

t: 01786 476060  
@thinkwhere1  
e: info@thinkwhere.com

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