

**GBS**Smarter
Location
Intelligence

SUPPORT

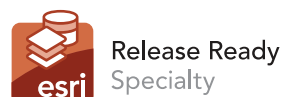
The GBS Support Program (GSP)

Geographic Business Solutions (GBS) operates a dedicated support service that is more geared for pro-active support. The GSP can be offered as a monthly service or can be flexible to the clients' needs. This means that we can assign a set number of hours that are actually used each month (or for any given period), to assist with:



- Preventative Maintenance which includes but is not limited to;
 - manual system monitoring and reporting
 - automated system monitoring and reporting
 - manual identification of system or architectural issues
 - performance enhancement
 - removal of redundant processes or services etc
 - updates and upgrades of applications and platform
- Advisory;
 - both technical and high-level strategic advice
 - GBS to be on site quarterly
- General Support;
 - technical day-to-day (Business As Usual - BAU) operational support
 - GIS application support where necessary
- Upgrades / Updates that;
 - would include applications / products implemented by GBS, along with full Esri upgrades or Esri patch updates
- Initial On-site Engagement that;
 - helps to define a work-program for a given period of time (e.g. over the course of a financial year)
 - work-program is documented as a Service Plan.
- A dedicated Tech Lead and/or Architect to assist you in developing an annual service plan
- Quality Project Management and Reporting, so you know exactly what is happening including
 - Status of budgets
 - Status of projects and outstanding issues
 - Issues register
 - Monthly activity reports

**Come talk to us about the GSP Program.
We can tailor it to your needs.**



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