



FME Maintenance and Technical Support Agreement

1Spatial as your trusted advisor

At 1Spatial we don't separate our Annual Maintenance and Technical Support agreements for FME; if you're on active FME product maintenance, you've automatically got access to our Technical Support service.

As a leading global Platinum Partner of Safe Software with product specialists based in our global offices in the United Kingdom, Ireland, Australia, France, Belgium and the United States, we provide solutions to Connect applications, Transform data and Automate tasks. We sell FME licenses and provide industry leading technical support, training and consultancy services for all of Safe Software's product platform, including FME Desktop, FME Server and FME Cloud. In addition we host regular webinars, events and training to show our customers how to best leverage their investment in FME, thanks to the skill of our FME Certified staff.

We provide a software maintenance and technical support service to customers who have bought FME direct from 1Spatial and we also extend exactly the same level of service to organisations that transfer their maintenance agreements into our care, later in their usage lifecycle. We don't charge a fee to transfer your maintenance agreement to us mid-term, so contact us at fme@1spatial.com to find out more.



Working in partnership

Having worked as a value-added partner of Safe Software's since 1999 we're already working with many key customers in the UK, Ireland and beyond, helping to support them in their use of the industry leading data integration and Extract, Transform and Load (ETL) tool; FME.

What are the benefits of a 1Spatial FME Annual Maintenance and Technical Support Agreement?

- **Software Updates:** When a new version or point release of FME becomes available, you're automatically entitled.
- **Technical Support:** You'll get the expert assistance you need from our dedicated Support Team backed up by our FME Certified Professionals.
- **Full Credit for Upgrades:** When your Annual Maintenance is kept up-to-date, your FME software retains its full value, making it eligible to trade in if your needs change.
- **Reinstatement:** We're happy to work with our customers to reinstate the maintenance on licenses where this may have lapsed.
- **Free Webinar Training:** All our customers are eligible to register for free online training via our FME webinar series.
- **Predictable Budget Planning:** With Annual Maintenance, you can make predictable annual payments that fit into your budget planning cycle.

If you'd like to find out more about our FME maintenance and technical support agreements or you'd like to speak to one of our consultants, please contact us on fme@1spatial.com or give us a call on +44 (0)1223 420414.

