

## FME Maintenance Contract and Technical Support

### 1Spatial as your trusted advisor

At 1Spatial we don't separate our Annual Maintenance and Technical Support contracts 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 the UK, Ireland, Australia, France and Belgium 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 Safe's product platforms, 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, thanks to the skill of our Certified FME staff.



We provide a Maintenance and Technical Support service to customers who have bought 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, contact us at [fme@1spatial.com](mailto:fme@1spatial.com) to find out more.

### Working in partnership

Having worked as a 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 Extract, Transform and Load (ETL) tool; FME.



### What are the benefits from a 1Spatial FME Annual Maintenance and Technical Support contract?

- **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.