

Support Services Overview

Protect Your Investment

Customer support is a vital part of the CATALYST experience. The mission at CATALYST is to exceed our customers' expectations of a geospatial software and solutions provider. We promote a customer-first environment to deliver rapid, accurate, and personalized responses, proactive communication, and clear, concise solutions for all types of support requests.

To help you maximize the return on your investment, we offer services designed to meet your business needs.

Support Services

CATALYST is proud to offer services over and above most companies' basic support packages with a focus on installation help, bug fixes, troubleshooting, software updates, upgrades and enhancements.

Support services include:

- Direct, personalized support via phone, email or online:
Monday to Friday, 8:30 AM to 5:00 PM Eastern Standard Time (weekends and Canadian holidays exempted).
- Service in English, French, and Spanish:
Technical personnel, fluent in English, French, or Spanish, are available upon request.
- Guaranteed 24-hour response.
- On your desktop support:
When required, support technicians will view the application(s) on your desktop to effectively guide you through corrective procedures.
- Urgent fix escalation:
Support technicians will provide a fix for your problem before the provision of the next official update.
- Escalation management:
Support technicians will provide frequent updates on the progress of all urgent issues that you bring to our attention.
- All updates and releases are available via download and can be mailed upon request:
Updates and releases are provided to customers on the official date of release.

NOTE: In the case of third-party products all the above applies except for phone support (item 1), desktop support (item 6), and urgent fix escalation (item 7).

We will provide direct, personalized support via email for all third-party products.

Support is limited to Level 1 support which is defined as installation, licensing and simple how to questions. In the case of Level 2 support or greater (including urgent fix escalation), CATALYST will act as the liaison between you and the third party.

Included Service

With every purchase of a CATALYST product, you will receive:

- Access to the support team for successful installation, licensing, and resolution of any questions or concerns regarding the current version of CATALYST software.
- Support on the system(s) for which the software version was built and tested. This includes older versions of our software being installed and licensed successfully on the system(s) for which they were built and tested. We cannot, however, guarantee an immediate response to, or resolution of, issues pertaining to older versions of the software but will attempt to assist in solving them in a suitable timeframe. In the case of outdated software versions for which we can no longer provide support, we reserve the right to indicate that to the customer, in writing. An appropriate offer to upgrade will be made through your sales representative.
- The opportunity to report defects and enhancement requests. A Customer Service Report can be submitted by either completing our online Web-Report Form or by reporting the problem in writing, via email. We will assess the report and work with our development team to fix the problem. However, an immediate response is not guaranteed if not covered under the terms of a service agreement.
- Access to public resources on the CATALYST website is available to all customers. This includes frequently asked questions, tutorials, models, technical tips, and any other public resources.

Additional Notes

- **Regular Updates and Upgrades:** Releases and updates are provided for the current operating system and future versions are dictated by the market. Stay current with the latest features and enhancements through our regular software updates and upgrades, ensuring you always have the most advanced tools at your disposal.
- **Version Support:** Older versions of an operating system may be incompatible with newer versions or updates of the software.
- **Operating Systems:** We strive to remain relevant in the marketplace for all supported operating systems.
- **Discontinued Support:** CATALYST reserves the right to discontinue support for any given operating system. In such cases, the user will be provided with a one (1) year notice of intention to discontinue the operating system with an appropriate license transfer to a supported platform. A multi-year service agreement does not supersede this condition.
- **Third Party Support:** For third party products, the update/maintenance policies of the individual vendors apply.
- **Discontinuation of Dongles:** Beginning with CATALYST Professional 3.0.0, the use of dongles will be discontinued. All software will be licensed exclusively through dongle-less methods via a cloud-based licensing service.
- **Ceasing Reissue of Past License Keys:** The practice of reissuing copies of past license keys will cease for versions preceding three iterations back from CATALYST Professional 2.0 – license version 2223. End users are responsible for their license keys once purchased.
- **Floating Environment Licensing:** Beginning with CATALYST Professional 3.0.0, all software will be licensed within a floating environment alongside clients, instead of as standalone entities. Users retain the ability to assign licenses to individuals using the OrgAdmin tool. Individual license keys can also be checked out using the Commuter License Tool.

CATALYST

EARTH DATA, SIMPLIFIED.

- **Educational Customer License Keys:** Beginning with CATALYST Professional 3.0.0, educational customers will no longer receive an equal number of additional keys for student use with their purchase. The student licensing portal will be discontinued.
- **License Term Commencement and Expiry:** Licenses shall commence and expire based on the purchase date and the agreed-upon end date as stipulated in the order, regardless of the installation date.

Contacting Support

For technical support and licensing, we can be reached by phone, email, or online.

Hours of operation are 8:30 AM to 5:00 PM Eastern Standard Time, Monday to Friday (selected holidays excepted).

When contacting support please remember to:

- Check for software updates to ensure that you have the latest fixes and updates installed.
- Have the following information available:
 - ✓ Customer Number
 - ✓ Company Name
 - ✓ Primary Contact
 - ✓ Operating system
 - ✓ Your Software version
- Include a detailed description of the problem, data set being used, and steps needed to reproduce the problem. You can include any screen grabs that illustrate the problem. You can attach these files directly or provide a link to an FTP location. The more information that you can provide us with, the faster we can resolve the problem.

3 Ways to Reach Us



Email

Send your detailed technical issue to our expert team via email.

Customer Service & License Requests: support@catalyst.earth



Phone

Direct (Markham, Ontario, Canada - Main Office) - 905 764 0614



Online

Expert technical support is just a click away with our convenient online form.

Visit: <https://catalyst.earth/knowledgecenter/support/>