**metrologic** group®

# Software Maintenance Service

With a Metrologic Software Service, ensure the continuity of your production, optimize the use of your metrology software, take advantage of new features, access to our global network of experts.

## Exclusive and comprehensive services for your specific needs

### Constantly Evolving Product

Two Major software release per year to ensure

**Productivity by**
√ Improving functionalities
√ Accessing new features
√ Via latest reliable version

**Sustainbility by**
√ supporting lastest
√ Standard (ISO/ASME..)
√ Devices/Sensors drivers
√ CAD format version
√ Windows version update

### Hotline Support Service

Unlimited Access to our Metrologic Experts

**To provide**
√ User knowledge
√ Solutions for inspection Issues
√ Advice for process inspection

**Through advanced tools**
√ A remote access
√ Ticketing system
√ MetroShare data exchange

### Tools & Extranet Portal Access

A single platform dedicated to customer support

**Online Knowledge Base**
√ Communauty information
√ FAQ
√ Tutorial & Video Training

**Collaboration**
√ Ticketing system
√ Trial Option&License
√ Product & driver Download

**Efficiency**
√ Quick Codes Recovery
√ Monitoring
√ Beta Program

Our technical support team of more than 100 metrology application specialists operate in over 30 countries and communicate in more than 12 different languages.

We are happy to collaborate with you on your quality control objectives using our 40 years expertise in industrial 3D Metrology, product engineering, product manufacturing and IT.

We commit to investing time to understand your needs and provide you a sustainable and adapted solution.

## Maintenance Service included for the first year

|  | No Software Maintenance | With Maintenance contract |
|---|---|---|
| **Increase your Knowledge** > Metrologic Extranet Access | – | ✓ |
| **Share your experience** > Acces to our Metrology expert | – | ✓ |
| **Evolve your software** > New release | – | ✓ |
| **Secure your system** > Upgrade Windows OS compatibility and security | – | ✓ |
| **Stay sustanaible** > Upgrade the CAD compatibility | – | ✓ |
| **Follow your Hardware evolution** > Upgrade Driver Device and Sensor Compatibility | – | ✓ |

" Metrologic's customer support service provides high-quality feedback on all the different topics (hardware and software), and is very reactive. "

Amaury DUPONT
Technical Quality Specialist 3D
Sonaca

" I am very satisfied with Metrologic. I've just started programming and I've had to ask the hotline for help several times. I was pleasantly surprised by the competence and kindness of the technicians. "

Jérôme SCOTTO
Quality Assurance Technician
SLB

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*Connected to the right measure*

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