



# VALUE ADDED SERVICES

[gverse.com/geographix](http://gverse.com/geographix)

Contact your account manager



# GeoGraphix Project and Data Management Service

Manage your data growth to ensure project stability, maximize performance, and avoid loss of data and information. We provide ISO-certified information management services that optimize client data and projects to help users maximize their investment.

## Key Features

- Data and project optimization
- Regular back up and maintenance of projects
- Data integration
- Data QC and loading in projects

## Key Benefits

- Enhanced usability
- Better software performance
- Reduced troubleshooting requirements
- Flexible scheduling options

## Delivery Mode

- Remote Session
- Onsite Consultancy

# Meet Our Comprehensive Upgrade Service Plan

With an aggressive development plan in place, GVERSE GeoGraphix offers a comprehensive plan for clients to meet their needs for a seamless transition.

These upgrades require a complete change management process for both back end data management and front end users.

## Key Features

- User education on new features
- Planning the migration
- Creation of test environment, and assess configuration in customer environment - Project backups
- GeoGraphix Project Upgrades, Data QC and Clean up
- Deployment in production environment
- User education on new and existing features

## Key Benefits

- Quicker onboarding cycle
- Best practices and environment settings for GVERSE GeoGraphix platform conversions
- Early identification of setbacks and timely troubleshooting
- Capacity building of end users
- Seamless data conversions with QC and clean up

## Delivery Mode

- Remote Session
- Onsite Consultancy

# Guaranteed Project Repair and Maintenance

GeoGraphix projects rarely require repair, however, in case such a need arises we are always available to help rescue your data and create new projects.

## Key Features

- Recovery of damaged project
- Data clean up
- Migration to a new project

## Key Benefits

- Save on cost of new data purchase
- Save the time required for reinterpreting data

## Delivery Mode

- Remote Session

# Troubleshooting for Performance Improvement

While we extensively test our technologies with real world examples and environments, some environments may differ due to unique requirements. Our experienced consultants can help you with troubleshooting in case GVERSE GeoGraphix is under performing in your environment.

## Key Features

- Identify and troubleshoot conflicting environment controls
- Identify improvements
- Configure applications optimally
- Advise on best practices, compatibility settings, and project maintenance

## Key Benefits

- Performance improvements
- Escalation to R&D for any bugs identified, conflicting with customer site
- Quicker availability of a fix from R&D, based on detailed picture of customer environment

## Delivery Mode

- Online
- Onsite

# We Understand your Learning Requirements

We can fine-tune our standard trainings to meet customer specific needs, tailored to match your level of experience with the software.

## Key Features

- Suggest enhanced workflows
- Share suggestions on software usage
- Discuss domain experiences
- Provide assistance with geoscience interpretation
- Resolve specific challenges faced by the user
- One-on-one Mentoring

## Key Benefit

- Consider us an additional pair of hands to meet tight deadlines

## Delivery Mode

- Online
- Onsite

## VAS Package Options

Configuration	Price	Credits	Expiry
■ Starter	\$ 500	5	3 months
■ Silver	\$ 1,000	10	6 months
■ Gold	\$ 1,900	20	12 months
■ Platinum	\$ 4,500	50	12 months

## Credits Charged per Service Level\*

Service Level	Credits	Hours
Basic services	1	1
Intermediate	1.5	1
Advanced	2	1

\*This is a Pay-in-Advance program. For onsite delivery, credits charged may vary.

## Credits per Service

Service Description	Configuration	Category	Credits Charged
GeoGraphix Project and Data Management Service	Online	Basic	1
GeoGraphix Project and Data Management Service	Onsite	Basic	1.5
Platform Conversions	Online	Intermediate	1.5
Platform Conversions	Onsite	Intermediate	2
Project Repair	Online	Advanced	2
Project Repair	Onsite	Advanced	2
Environment Performance Optimization	Online	Advanced	2
Environment Performance Optimization	Onsite	Advanced	2
Standard Mentoring Services	Online	Basic	1
Standard Mentoring Services	Onsite	Basic	1.5
Advance Mentoring Services	Online	Advanced	2
Advance Mentoring Services	Onsite	Advanced	2

