

# Mobile Mapping Customer Care Packages Our Commitment. Your Success.



[leica-geosystems.com](http://leica-geosystems.com)



- when it has to be **right**

**Leica**  
Geosystems

# Customer Care Packages

## Our Commitment. Your Success.

The relationship Leica Geosystems enjoys with its customers can be defined in one word: Partnership. That is our commitment to you, true partnership that includes a full circle of Active Customer Care support and services around the globe, anytime and anywhere. Our job as your reliable partner is to cover all the angles, to provide quick and easy communication between site personnel and skilled experts, to keep you and your products up-to-date, to understand the issues and anticipate your needs. Leica Geosystems Active Customer Care is one of the most comprehensive service and support networks in the world. It allows us to stay close to our customers, working together to resolve issues and plan even better product solutions for the future. It is our commitment to your success.



Pegasus:Swift, Pegasus:Two & Pegasus:Two Ultimate



SiTrack:One



ProScan



Pegasus:Backpack



Software

Customer Care  
**PACKAGES** >>

my  
**world**

myWorld@Leica Geosystems  
Manuals & Software updates

# Customer Care PACKAGES >>

## BASIC CCP>>

- ✓ **Software Customer Support**  
Support via email on working days from 8 a.m. to 5 p.m. CET. E-mail access to experienced, trained professionals who work with you individually to address software questions as they arise.
- ✓ **Software Maintenance**  
Software updates with new features. Software Maintenance covers all software updates and ensures that you keep up-to-date with the latest tools and enhancements to maximise your productivity and project result.



PEGASUS SOFTWARE	WEBVIEWER SOFTWARE	PROSCAN SOFTWARE
Mission Planing	Pegasus Web Viewer Publisher	ProScan Base Module
Processing	Pegasus Web Viewer Server	ProScan App G-Series
SLAM	Pegasus Web Viewer Client	ProScan App T-Series
Calibration	Pegasus Web Viewer SDK	NovAtel GrafNav
Inertial Explorer		
Infinity Basic		
Trajectory Adjustment Basic		
Trajectory Adjustment Advanced		
Blur Pedestrians and Vehicles		
Road:Factory		
Rail:Factory		
ATrack		
Real Time Data Exchange		
MapFactory for ArcGIS		
Mobile Data Acquisition		

Software Basic Customer Care  
Package available for 1/2/3 Years



# Customer Care PACKAGES >>



## Customer Support

Support via email on working days from 8 a.m. to 5 p.m. CET online access to experienced, trained professionals who work with you to address instrument related questions as they arise. Support covers operational questions, instrument configuration issues and general field workflow advice. Support for technical hardware questions, hardware configurations and repair requests.



## Firmware / Software Maintenance

Ensures that you keep up-to-date with the latest productivity and QA enhancements in firmware solutions. System firmware upgrades:

- SPAN
- LiDAR Firmware



## Hardware Maintenance

System calibration including Z+F LiDAR factory calibration, general system functionality check, calibration needs to be performed within the CCP validity period.

NOTE: In case the calibration will be performed outside the CCP validity period, the calibration needs to be paid additionally. For CCP Blue: In case the calibration cannot be performed due to hardware malfunction, the repair costs are not included in the CCP.



## Extended Warranty

Extended first year factory warranty. You can return the instrument to the service centre or factory to repair. All labour time for diagnosis and repairs, app spare parts needed, and a system restore to factory specifications are covered. The CCP will need a re-activation fee and system check if the service was not continuous. Leica Geosystems instruments come standard with a one-year warranty.



## Backup System

As part of the premium CCP Gold Contract, a loaner system will be available during warranty repairs. Loaner system with availability based upon zone of operation. This minimises downtime and keeps you working until your instrument is back from the service center. The loaner instrument will be supplied from the Selling Unit within 48 hours and be equivalent with the customers system.

	BASIC CCP >>	BLUE CCP >>	BRONZE CCP >>	SILVER CCP >>	GOLD CCP >>
CUSTOMER SUPPORT	✓	✓	✓	✓	✓
FW / SW MAINTENANCE	✓	✓	✓	✓	✓
EXTENDED WARRANTY	-	-	✓	✓	✓
HARDWARE MAINTENANCE	-	✓	-	✓	✓
BACKUP SYSTEM	-	-	-	-	✓

Hardware Customer Care  
Packages available for 1/2/3 Years



# myWorld Customer Portal

## Connected. Anywhere. Anytime.



The success of your business rests on two valuable investments: your personnel and your equipment. Leica Geosystems' information portal myWorld provides instant access to a world of knowledge and information that will keep both your personnel and equipment up-to-date and operating at their best.

myWorld provides 24/7 access to all information you require to actively manage your equipment. Detailed information on individual products and their service history aids in maintaining their value while at the same time enabling maximum efficiency and productivity.

**REGISTER TODAY AT**  
[myworld.leica-geosystems.com](http://myworld.leica-geosystems.com)



### myTraining

Increase your product knowledge and productivity.

- Benefit from online training material as well as online registration for newsletters
- Keep up-to-date with the latest information on your products

### myProducts

Benefit by staying up-to-date and getting the most out of your products.

- View detailed information about your products (purchased options, CCPs, Manuals, etc.)
- Stay up-to-date with the latest documentation
- Perform automatic on-line software updates easily

### myService

Profit from myWorld detailed service records that allow you to better plan equipment deployment.

- View the complete service history of your products
- Have instant access to status of current service cases

### mySupport

Professional support at your convenience enables you to maintain maximum productivity.

- View the complete history of your support cases
- Create support requests online that are promptly answered by skilled professionals



### Online Video Tutorial

Increase your product knowledge and productivity.

- Benefit from online video tutorials for software
- Available for Mobile Mapping customers with valid CCP

### **Leica Geosystems – when it has to be right**

Revolutionising the world of measurement and survey for nearly 200 years, Leica Geosystems, part of Hexagon, creates complete solutions for professionals across the planet. Known for premium products and innovative solution development, professionals in a diverse mix of industries, such as aerospace and defence, safety and security, construction, and manufacturing, trust Leica Geosystems for all their geospatial needs. With precise and accurate instruments, sophisticated software, and trusted services, Leica Geosystems delivers value every day to those shaping the future of our world.

Hexagon is a global leader in digital solutions that create Autonomous Connected Ecosystems (ACE). Hexagon (Nasdaq Stockholm: HEXA B) has approximately 20,000 employees in 50 countries and net sales of approximately 3.5bn EUR.



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