

# Agrisoft Systems' Services

Training and Maintenance for all your Agrisoft Products

## Get the most out of your Agrisoft software

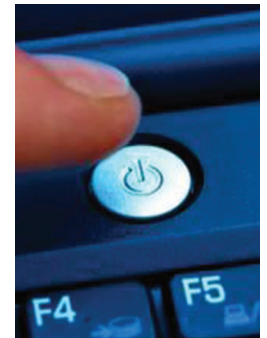
### Services we offer

- Installation visits to set up your systems and provide initial training.
- All sorts of user trainings, ranging from the basics to advanced data analysis and mapping techniques.
- Adaptations and extensions of our products to your specific needs.
- Regular software updates with new features and stability fixes.
- Data validity checks and help with correcting faulty data.

At Agrisoft Systems we place the highest importance on making sure that our programs are as useful as possible for our users and work under real field conditions and not just on paper. To achieve this, we offer highly customizable products which can be tuned to site-specific requirements. This is complemented by a range of support and training services to ensure that our customers are comfortable with operating the software and that the system is well set up, maintained and up to date.

### Getting started with our software

If you decide to buy one of our products we offer the option of carrying out a site visit to help you get your system up and running as efficiently as possible. Our installation support service includes assistance in data preparation, software installation and data import. Furthermore our visits usually include a comprehensive user training session covering all major aspects of the software such as data entry and maintenance, data analysis and reporting. Specific training schedules and visit details can be arranged according to the requirements of the customer.



### Customized user training for maximum efficiency

When used properly, our software can be an invaluable tool in improving your plantation's performance through data-driven decision making. However, in the day-to-day plantation business there will often not be the time to sit down with a user manual to study all these features by yourself. Agrisoft Systems offers



flexible courses that aim to teach users how to operate our software efficiently in a condensed training session. Our training sessions can be adjusted for any target audience, from technical services and GIS-staff to agronomic advisors and high-level management. All our courses are tailored to the specific needs of your company and the

users that will attend the course. Agrisoft Systems' trainings are efficient hands-on sessions, focusing on concepts that can be directly integrated into the users' day-to-day work, so that you can expect immediate improvements in information availability and work flow.

*"The key to creating good software is close customer contact and support to guarantee that we are 100% aware of user requirements."*

Dr. Max Kerstan  
Director, Agrisoft Systems

## Customize your software

Even though our software is designed to be highly customizable, sometimes particular site-specific details may crop up that cannot be handled with the existing system settings. In such cases we are very open towards making changes and additions upon request, in order to better match your specific requirements. Please contact us to discuss details.



## Keeping your software up to date

At Agrisoft Systems we make sure that our software is always evolving to meet the changing needs of the plantation industry. In this context we closely collaborate with leading agronomists and our customers to work out how our software can be made even more useful in practice. This work culminates in the regular releases of new version updates, add-ins or extensions for our programs with various improvements and new features. Besides adding new features, our updates also ensure the continued stability and usability of our software in the changing hardware and software environment. Existing customers looking to bring their Agrisoft Systems software up to the latest state of the art can contact us at any time for new add-ins or version upgrades.



## Security and stability for your software

An Agrisoft Systems "Maintenance and Upgrade Agreement" (MUA) is the best way to make your life with our products as easy and useful as possible. As part of such an MUA you are eligible to receive free updates for all your installed Agrisoft programs. Because of this, you can rest assured that your software is always up to date with the newest features and remains compatible with any developments in the software environment.

The MUA furthermore includes full remote technical support as well as discounts for on-site support visits, so that you can relax in the knowledge that any problems that may arise can be tackled as efficiently as possible. In particular, we are on standby to help our MUA customers with data validation, consistency checks and data corrections. MUA customers can also expect to have a higher priority

placed upon their change or improvement requests compared to non-MUA customers. Additionally, MUA customers are eligible for substantial discounts on training sessions, software license extensions and purchases of new Agrisoft Systems products.

A Maintenance and Upgrade Agreement is included for one year in all our products and can be renewed after this period.

### MUA benefits:

- Free regular version updates\*.
- Free yearly data verification.
- Reduced prices on products & services.
- In-depth customer support.
- Priority on change requests.

\* Major version changes are excluded, however major discounts are usually granted.

Our customers say:

*"Any changes we have requested are usually included in the next version of the software, which is very helpful."*

*"It's great to be able to get quick help and detailed explanations whenever we have problems or questions."*

*"We try to organize a site visit by an Agrisoft team member every year, as they are extremely helpful in keeping us up to date with the latest feature additions and often find interesting data trends."*

*"Our user training was highly informative and well-structured — a pleasure!"*

*"Thanks to the detailed introductory training, we were able to start using many of the powerful OMP features from day one."*

*"Our MUA has paid off many times over through the discounts and updates we have received, not to mention the changes that were made upon our requests."*

### Contact us

For further information on our products and services please visit our website or contact us under

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