FUGRO

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GEODIN SUPPORT

GeODin is continually being developed and improved. Get a free introduction to GeODin by contacting our team. Training is available for GeODin 9; support also includes GeODin 8. Use our GeODin+ software update service to save on support and training costs.
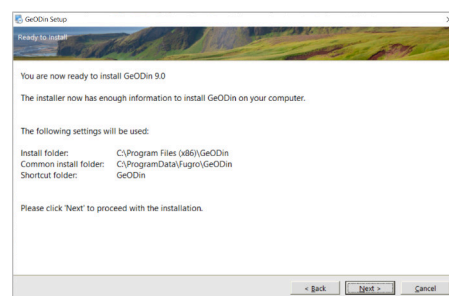
GEODIN SUPPORT

If you have any questions regarding GeODin we would be very pleased to assist. You should contact us by email at support@geodin.com. We will try to help you with installation, demos, updates and upgrades.

To get support by email and telephone, or by using remote desktop software you must first buy a quota of support hours. You can choose between one hour and a block of 20 hours – the more you purchase the cheaper the hourly price becomes. Customers with a GeODin+ software update service contract get 20% more time for the same price. The time needed to resolve the support issue is calculated in 15 min. units and the

remaining time available sent by email at the end of the enquiry.

Support is available Monday to Friday from 9:30-11:30 and 12:30-16 CET. FastViewer® software is free to download. Please contact your system administrator to see which remote desktop software you are allowed to run. Answers to questions on the use of GeODin 8 and 9 can be found in the many support articles in our Help Centre: support.geodin.com.

GeODin Installation Wizard
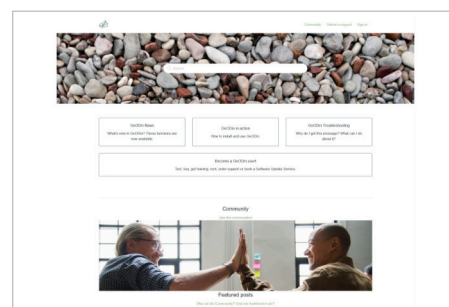
GeODin Help Centre: support.geodin.com

GEODIN 9 ONLINE-SUPPORT: WITH FASTVIEWER® OR GOTOMEETING®

TIME	EXAMPLE TOPICS	PRICE
1 hour*	General data entry, layer data encoding	170 €
2 hours*	Database and projects management	330 €
5 hours	Layout design, cross-sections, site plans, queries	790 €
10 hours	Importing measurements, GeODin Maps	1500 €
20 hours	Advanced layouts, QGIS plug-in, system queries	2900 €

* Only bookable online.
All prices are gross prices.

GEODIN+

To keep getting all the latest features for GeODin, new software update service contracts (GeODin+) are available for both individual & network installations. The price you pay depends on the number and edition of your licence(s):

- 280 € for GeODin Essentials
- 820 € for GeODin Professional

All prices are gross annual fees per licence. Customers with a GeODin+ software update service contract get 20% extra support time free when purchasing support hours and can save on training costs too. Note that the GeODin+ contracts include help with installation issues but do not include support; this can be purchased in time blocks from one hour to 20 hours. GeODin software is available to buy or rent. For rental prices and support conditions, see our separate flyer sheets.

REQUIREMENTS

The recommended system requirements are PCs with Windows operating system from Windows 10 (64-bit) with 4 GB RAM and a display resolution of 1920 x 1080 px. GeODin may also be run from a Windows Server 2016 or higher as well as Citrix. Previous Windows operating systems and RAM configurations may work, but these are not supported. Please contact your network administrator for further information.
By default GeODin data is stored in a Microsoft Access® database (note that you do not need a Microsoft Access licence). When working with client/server databases the appropriate database drivers must also be installed. GeODin can be used as a stand-alone program or integrated in a multi-user network. Integrated contextual help is provided in English and German.

GeODin is designed, programmed and distributed exclusively by Fugro. Visit **www.geodin.com** for further information.