



Sentinel[®] GIS

Support & Maintenance

Sentinel GIS Support & Maintenance

Ongoing maintenance and support for Sentinel GIS consists of the following parts:

Sentinel GIS Software:

Initial Deployment of Sentinel Software

Sentinel software is installed on all new mobile devices prior to shipment from Frontier Precision that are purchased as part of a Sentinel GIS package. If existing mobile devices are to be used for a new deployment of Sentinel GIS, those devices can be shipped to Frontier Precision for configuration. Please contact us at (208) 324-8006 or via email at mapping_support@frontierprecision.com to make arrangements.

Software Maintenance

Bug fixes and minor version updates (e.g. v1.0 to v1.1) are considered part of software maintenance, and are included as part of the purchase price of Sentinel software. There is currently no annual or recurrent cost for software maintenance.

Software Upgrades

Major product updates (e.g. v1.0 to v2.0) are usually considered software upgrades, which are available per module on a for-cost basis. Upgrades are priced at \$1000 to \$1500 per module depending on the extent of the added functionality. Major version upgrades are available every 1-2 years.

Technical Support

Unlimited high-priority technical support for Sentinel GIS software is an annual paid service, priced on a per-handheld basis. Quantity discounts apply to the initial purchase, and subsequent annual renewal. Our high-priority technical support is available for deployments using existing handhelds or handhelds purchased from other vendors.

If per-handheld support is not purchased, Sentinel GIS technical support consists of initial assistance with software installation and orientation at no charge, after which paid support would be available on a per-incident basis.

Sentinel GIS depends on and works as an extension to Environmental Systems Research Institute (ESRI) products (ArcGIS Desktop – ArcMap, and ArcPad Mobile GIS) which are governed by their own support and maintenance agreements from ESRI.

Environmental Systems Research Institute (ESRI) Software:

ESRI's ArcGIS Desktop & ArcPad

Support and maintenance (including product updates and technical support from ESRI Support) is administered and sold through ESRI. Pricing for annual support for ArcGIS Desktop licenses and ArcPad licenses is available from ESRI regional offices. ArcPad is also a maintenance product since version 8.0.

Hardware Warranty

Trimble hardware comes with 1 year of hardware maintenance that can be extended to a total of three years for most models. Juniper Systems hardware comes with the first year and can be extended to five. All other hardware suppliers provide their own hardware maintenance and support.

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