



## X-PERT Dealer Guide



## WHAT IS X-PERT ALL ABOUT?

GeoMax X-PAD Ultimate software has continuously been developed since its launch in 2012 as the world's first Android field, data collection software, taking your feedback aboard to ensure our products meet your customers' needs.

**We want to make sure that every new software feature is a perfect match for the customers' needs.**

That is why our GeoMax team spends time with you and your customer, listening to your experiences and collecting your ideas during our technical training sessions, at shows or at your workplace.



*Keven Corazza, X-PAD developer answering questions from a GeoMax Brazilian end customer at INTERGEO.*



## WHAT IS NEW WITH X-PERT?

With X-PERT, your customers will be guaranteed to receive all X-PAD Ultimate improvements and will have free of charge access to all X-PAD Ultimate software upgrades for one year from the first order.

### There are two services your customers can benefit from:



This service is systematically delivered with the initial order of an X-PAD Ultimate licence for ONE YEAR FREE OF CHARGE. Additional years can be added for an additional on charge.

**1 YEAR**  
free of charge

**Your customer can renew the X-PERT licence once the first year has expired.** They will not only receive the usual software maintenance (bug fixing) BUT ALSO the latest software releases and upgrades, workflows customised to their needs for the period of their choice, one, two or three years.



This service includes the software maintenance (bug fixing) and will always come with all X-PAD Ultimate products free of charge.



## X-PERT SERVICES: TERMINOLOGY

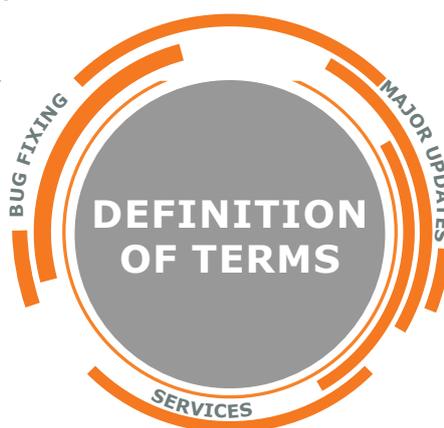


**BUG FIXING:** This service is free of charge and available to everyone having X-PAD Ultimate software.

The bug fixing is always included, in SHIELD as well as in the X-PERT services.



**MAJOR UPDATES:** New release with a new «name/version number (from 3.X to 4.0)» and a corresponding product launch; new installation file, new article numbers (like Ultimate) and an upgrade option.



**SERVICE PACKS:** can include minor and important changes in existing modules, maintains the same «version number» (4.X.X), also has the same installation file and the same licence.



Changes can be new features and workflow alignment.  
**Two releases per year (September/October and March/April)**  
The release can be service packs and/or a major update.



Users with X-PERT service will get the service packs and access to major updates. New applications will be managed in new modules like today.

# X-PAD ULTIMATE X-PERT SERVICES SCHEME

## X-PAD Ultimate Software



**Service that includes two software releases with new features per year.**  
Allows access to service packs and major updates.  
Starts with activation date.  
The first year is free of charge.



**This service includes software maintenance (bug fixing).** It always comes with any X-PAD Ultimate products free of charge.

Choice to have  
**1, 2 and 3 years**  
of X-PERT

## X-PAD Field 3.X Products



### UPGRADE

Upgrade from X-PAD Field 3.X to the latest release of X-PAD Ultimate Survey or Build including one year of the X-PERT service.

## WHAT ARE YOUR BENEFITS?



### **You are in CONTACT**

with your customers regularly, you create your own customer data base with the licence registration number. You receive their direct feedback and sell more products and services.



### **You offer a complete SERVICE**

the content of which is clearly detailed and regularly promoted by GeoMax.



### **You stay AHEAD**

of the competition by offering a product solution with services which allows frequent updates related to your customer feedback and needs.



### **INCREASE**

Opportunities for increased revenue (exponential growth)



### **SERVICES**

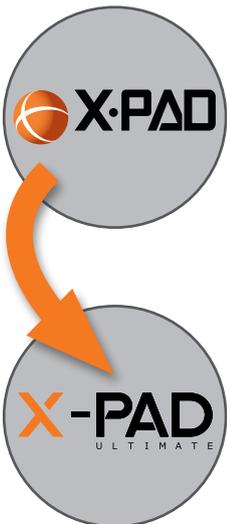
Use X-PERT to offer product and services bundle

## PRODUCT DESCRIPTION



6015421	<b>1 year X-PERT</b>	Option to receive service packs and have access to major updates for one year
6015422	<b>2 years X-PERT</b>	Option to receive service packs and have access to major updates for two years
6015599	<b>3 years X-PERT</b>	Option to receive service packs and have access to major updates for three years
5004953	<b>Re-Activation Fees X-PERT (&gt;1 year)</b>	Fees applied to customers who did not have an active X-PERT licence for more than one year

Our customers can convert their old X-PAD Field 3.X Survey or Construction software to the latest version of X-PAD Ultimate and receive the X-PERT service one year free of charge.



878904	<b>Upgrade Ultimate Survey</b>	Upgrade from X-PAD Survey 3.X to X-PAD Ultimate Survey. X-PAD Ultimate comes with one year X-PERT service free of charge
878905	<b>Upgrade Ultimate Build</b>	Upgrade from X-PAD Construction 3.X to X-PAD Ultimate Build. X-PAD Ultimate comes with one year X-PERT service free of charge

## HOW DOES IT WORK?

To make it clearer, a few typical examples:

01

Your customers order X-PAD Ultimate licence with the following modules **FOR THE FIRST TIME**

X-PAD Ultimate Survey TPS Manual  
X-PAD Ultimate Survey Road

**YOUR CUSTOMERS WILL RECEIVE**

- X-PAD Ultimate Survey TPS Manual
- X-PAD Ultimate Survey Road
- 1 year X-PERT service

**They get one year X-PERT - Free of Charge (FOC)**

02

Your customers order X-PAD Ultimate licence with the following modules **FOR THE FIRST TIME**

X-PAD Ultimate Survey TPS Manual  
X-PAD Ultimate Survey Road  
Three years X-PERT service

**YOUR CUSTOMERS WILL RECEIVE**

- X-PAD Ultimate Survey TPS Manual
- X-PAD Ultimate Survey Road
- 3 years X-PERT service

**They pay two years for X-PERT - first year FOC**

03

Your customers, who had X-PERT service inactive for more than one year, add following modules to **AN EXISTING LICENCE**

X-PAD Ultimate Survey Volume

**YOUR CUSTOMERS WILL RECEIVE**

- X-PAD Ultimate Survey Volume
- 1 year X-PERT service

**They pay for one year X-PERT**

04

Your customers, who had X-PERT service inactive for more than one year, wants **LATEST FEATURES FROM SERVICE PACK**

X-PAD Ultimate Service Pack

**YOUR CUSTOMERS WILL RECEIVE**

- 1 year X-PERT service

**They pay for one year X-PERT service + Re-activation Fee**

**SCENARIOS AS PER  
SEPTEMBER 2<sup>ND</sup> 2019 ONWARDS**



**X-PAD Ultimate  
Customer**



Choice to have  
**1, 2 and  
3 years**  
of X-PERT

**NEW**

X-PAD Ultimate  
comes with  
one year X-PERT  
(FOC)

**EXISTING\***

Existing X-PAD  
Ultimate  
customers  
received one year  
X-PERT (FOC)

**EXISTING\***

Upgrade from X-PAD  
Field 3.X to X-PAD  
Ultimate Survey  
or Build including  
one year X-PERT



**X-PAD Field 3.X  
Customer**

*\*Applies to all customers who bought or upgraded to X-PAD Ultimate before September 2<sup>nd</sup> 2019*

## YOUR CUSTOMERS ACTIONS AND ORDER PROCESS

1

They need to provide the **Equipment ID and Serial number** of Ultimate to extend their licence to X-PERT

2

**Before the expiration** of the X-PERT service they will be informed that X-PERT will expire soon

3

They then need to contact you, their dealer

4

**X-PERT SERVICE** period starts on the day of the licence activation

5

**An additional grace period of 30 days is added** to the X-PERT service to help you to manage your stock (for the activated licences not sold to end customers)

6

Your customers **ARE NOT OBLIGED** to purchase the X-PERT service unless they would like to add a new option with new features to their existing X-PAD Ultimate licence

7

**If your customers does not purchase the X-PERT service,**

X-PAD Ultimate will continue to be maintained. Your customers will always receive bug fixing services.

8

In case, your customers want to upgrade the licence for the X-PAD Field 3.X, they will need to order this upgrade from you, their dealer.



9

X-PAD Field customers need to provide the licence number of the X-PAD 3.X software to dealers to be able to receive the upgrade

## DEALERS INFORMATION



The X-PAD Field 3.X licences available in your stock **cannot be exchanged** (neither free-of-charge nor on charge)



The upgrade of a X-PAD Field 3.X licences to X-PAD Ultimate has to be purchased.



**You need to save the Equipment IDs and Serial Number** of X-PAD Ultimate together with your customer's name in order to follow up any extension period required or additional orders of modules or of the X-PERT service.



**There is a Re-Activation Fee** for customers having no active X-PERT for more than one year when renewing X-PERT, except customers who add a new option to X-PAD Ultimate.



**Please note that there is no X-PERT SERVICES for X-PAD Ultimate GO**

## X-PERT RELATED MODIFICATIONS IN SOFTWARE



### X-PERT status

is displayed on the main top bar of X-PAD Ultimate

X-PERT	
ABOUT LICENSE	INFO
Status	ACTIVE
Expiration date	19/12/2019
Missing days	163
Subscription	Extend

### X-PERT details

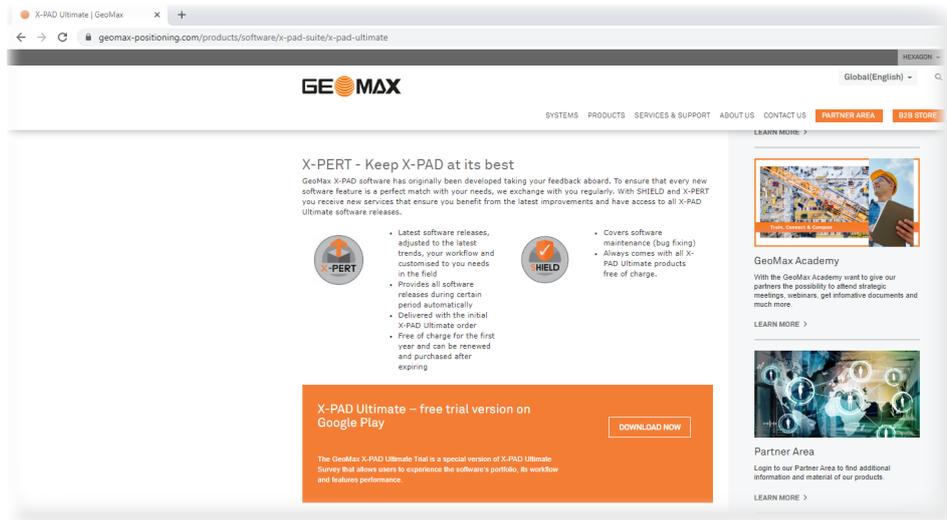
are displayed in the licence status page

**A warning message appears** before the expiration date

**If your customer decides to renew** his X-PERT service, he will be advised to contact you, his dealer.

# MARKETING ACTIONS

The X-PERT service is actively promoted by GeoMax.



On it's website



On the social media pages



# X-PAD



Locators



Field & Office Softwares



Levels



Machine Guidances



GNSS



Total Stations



Rotating Lasers



Scanning



Pipelasers

**Unique solutions for exclusive and comprehensive products**

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**GEOMAX**

Works when you do