

Technical support and maintenance of Wialon GPS tracking software

Gurtam offers ticket-based **technical support** for Wialon GPS tracking software owners.

There are three levels of technical support available. Number of service requests is unlimited.

Services package	Cost, euro			
	1 month	3 months	6 months	12 months
Start <i>(Consultations on monitoring issues via Gurtam Help System, according to the contract. Response time is not limited)</i>	free	free	free	free
Premium <i>(Consultations on monitoring issues via Gurtam Help System, according to the contract. Response time is 4 business hours)</i>	100	250	400	700
Unlimited <i>(Consultations on monitoring issues via Gurtam Help System and remote administering of Wialon on local server, according to the contract. Response time is 4 business hours)</i>	300	600	900	1500

Additional services:

Service	Cost, euro
Integration of new equipment in Wialon <i>(Integration of 1 new equipment type within 1 week time)</i>	300

Start package

Start package is the support service, that we offer **free of charge** to all Wialon Hosting customers and to Wialon Pro customers during first 12 months since purchase.

Support on the following tasks could be provided:

User tasks

- ✓ Advice on working with the monitoring units
- ✓ Advice on working with Wialon users
- ✓ Advice on working with accounts and resources
- ✓ Advice on working with reports
- ✓ Advice on working with geofences
- ✓ Advice on working with POI
- ✓ Advice on working with notifications
- ✓ Advice on working with tasks
- ✓ Advice on working with drivers
- ✓ Advice on working with routes
- ✓ Advice on working with modems
- ✓ Advice on working with groups of units

Mapping tasks

- ✓ Advice on creation of maps
- ✓ Advice on converting and uploading of the maps
- ✓ Conversion charts of the formats MP, MapInfo, ESRI Shape, OSM

Hardware tasks

- ✓ Modification of scripts of GPS hardware already existing in Wialon
- ✓ Integration of new equipment in Wialon

Premium package

Premium package is the support service that we could offer to Wialon Pro and Wialon Hosting customers. Responses are given within **4 hours** during the working hours of technical support.

Support on the following tasks could be provided:

User tasks

- ✓ Advice on working with the monitoring units
- ✓ Advice on working with Wialon users
- ✓ Advice on working with accounts and resources
- ✓ Advice on working with reports
- ✓ Advice on working with geofences
- ✓ Advice on working with POI
- ✓ Advice on working with notifications
- ✓ Advice on working with tasks
- ✓ Advice on working with drivers
- ✓ Advice on working with routes
- ✓ Advice on working with modems
- ✓ Advice on working with groups of units

Mapping tasks

- ✓ Advice on creation of maps
- ✓ Advice on converting and uploading of the maps
- ✓ Conversion charts of the formats MP, MapInfo, ESRI Shape, OSM

Hardware tasks

- ✓ Modification of scripts of GPS hardware already existing in Wialon
- ✓ Integration of new equipment in Wialon

Unlimited package

Unlimited package is the top-level support service that we could offer to our customers. Responses are given within **4 hours** during the working hours of technical support.

Support on the following tasks can be provided:

User tasks

- ✓ Advice on working with the monitoring units
- ✓ Advice on working with Wialon users
- ✓ Advice on working with accounts and resources
- ✓ Advice on working with reports
- ✓ Advice on working with geofences
- ✓ Advice on working with POI
- ✓ Advice on working with notifications
- ✓ Advice on working with tasks
- ✓ Advice on working with drivers
- ✓ Advice on working with routes
- ✓ Advice on working with modems
- ✓ Advice on working with groups of units

Mapping tasks

- ✓ Advice on creation of maps
- ✓ Advice on converting and uploading of the maps
- ✓ Conversion charts of the formats MP, MapInfo, ESRI Shape, OSM

Hardware tasks

- ✓ Modification of scripts of GPS hardware already existing in Wialon
- ✓ Integration of new equipment in Wialon

Administrative tasks

- ✓ Installation of Wialon GPS tracking software
- ✓ Update of Wialon
- ✓ Update of software licenses
- ✓ Configuration of Wialon
- ✓ Setting up the modem to work with Wialon
- ✓ Setting up the backup
- ✓ Configuring time synchronization server
- ✓ Diagnosis of the current state of the server
- ✓ Diagnosing the current state of Wialon
- ✓ Control of free space on a server
- ✓ Monitoring server load
- ✓ Restoring Wialon after server failure
- ✓ Managing log files, setting up logrotate
- ✓ Installing and configuring firehol
- ✓ Installing and configuring nginx
- ✓ Setting up automated administrator scripts
- ✓ Installing and configuring postfix