

GETTING HELP FROM THE IGS CUSTOMER SUPPORT CENTER

Due to the importance Intergraph Government Solutions (IGS) places on supporting their customers, a number of options for requesting and receiving support are available. Below are the various options IGS customers have for getting help.

- **Self-Service:** There are online technical resources such as Knowledge Bases, FAQ, and product release information, which are available 24 hours per day, 365 days per year. These include:
 - SG&I Product Information, Downloads, Licensing Resources, and User Forums: <https://sgisupport.intergraph.com/infocenter/index?page=home>
(Portions of this site require an account in the SG&I Knowledge Management Support Portal)
 - The SG&I Product Release Information webpage: <http://support.intergraph.com/RSS/ProductRelease.aspx>
 - The PP&M Product Release Information webpage: <http://crmweb.intergraph.com/>
 - The PP&M Knowledge Base webpage: https://crmweb.intergraph.com/ecustomer_enu/start.swe?SWECmd=Start&SWEHo=crmweb.intergraph.com
- NOTE: The ERDAS FAQ, KB, and Product Release Information can be found in the [SG&I Knowledge Management Support Portal](#)
- **Personal Service:** Customers may contact the IGS Customer Support Center in one of several ways to get help in using Intergraph's SG&I, PP&M and ERDAS products. Customers can call or email the Customer Support Center and even file their own requests to get answers to their questions. Details on these options are:
 - Submit a Service Request (SR) through the SG&I Knowledge Management Support Portal at <https://sgisupport.intergraph.com/infocenter>. This option is available 24 hours per day, 365 days per year.
 - Send an email to the Customer Support Center at supportdesk@intergraphgovsolutions.com. This option is also available 24 hours per day, 365 days per year.
 - Call the Customer Support Center (Toll Free) to speak to an analyst: 1-800-633-7248 and select option #3 (7:00 am–4:30 pm CT, Monday–Friday, excluding Federal Government Holidays). After hours, messages may be left.
 - E911 centers and EOCs should call 1-888-797-5435 (24 hours, 7 days a week) for critical issues with the Dispatch and Security Software. After hours, an answering service will accept your call and ensure the IGS Customer Support Center receives your issue immediately.
 - For all calls, customers should have their Contract Number and Site Number handy.

If this seems like a lot of options to remember, then just remember this:

<http://www.intergraphGovSolutions.com/Support>, the IGS Support Web page. It lists all of these options. It also has a link to the standard Software Maintenance Terms and Conditions, i.e. the “fine print”.