

# MapAssist

*Get the help you need when using MapInfo software*

**Access to our new freecall 1800 number  
1800 MI HELP (1800644357)**

## What is MapAssist?

MapAssist is the Insight GIS Technical Support Plan for MapInfo Professional users. As a MapAssist member you gain technical assistance via phone and email from qualified and experienced staff. You also get discounts on MapInfo Professional Training at Insight GIS.

MapAssist is available per licence or per organisation and gives you peace of mind that MapInfo-related problems are overcome fast.

MapAssist helps you get the most out of your MapInfo software and increases the productivity of MapInfo Professional users by minimising downtime.



## What do MapAssist Members gain?

**EXPERTISE:** You gain access to qualified and experienced Insight GIS staff who are highly competent in the use of MapInfo software.

**DISCOUNTS:** You get up to 25% off the price of MapInfo Training at Insight GIS. We are a MapInfo Authorised Training Centre and offer courses that range from introductory to advanced.

**ASSISTANCE:** You gain the help you need for all aspects of MapInfo including usability, commands, installation, problems and advice.

**EASE:** You get direct contact with Insight GIS staff by phone, fax and email.



Our office is in Hobart, so you can make locals call to real people with no waiting times.

**SPEED:** Insight GIS guarantees fast responses to all MapInfo support requests.

**ACCESS:** Anyone using your license of MapInfo Software can contact Insight GIS for support.

**SIMPLICITY:** You gain all these great MapAssist benefits for one low annual fee.

## What are my MapAssist options?

### Organisational Support

These MapAssist options are suitable for state government departments, government business enterprises, commercial companies and some local governments:

Number of MapInfo Licenses	First Year	Second Year Onwards
1-2	\$440/site	\$330/site
3-8	\$660/site	\$550/site
9+	\$140/licence	\$110/licence

### Local Government Support

This MapAssist option is suitable for local governments that are members of the MapInfo Access Program. This entitles you and your Council to technical support for MapInfo Professional and Exponare.

Number of MapInfo Licenses	First Year	Second Year Onwards
Unlimited	\$1540/site	\$1210/site

**Contact Insight GIS for more details or to become a MapAssist member today**

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