

# Echoview

## Maintenance and Technical Support

### Get the most out of Echoview

Echoview® licenses are available as perpetual, annual subscriptions, or short-term leases. The most common Echoview license type is a perpetual license which gives you access to the version of Echoview that is available at the time of purchase forever as well as perpetual access to any new versions that are released while you have an active Maintenance and Technical Support (MATS) subscription.

An active MATS subscription for perpetual licenses offers you a cost-effective way to keep up to date with the latest technology, with the added benefit of having direct access to our exceptional technical support and advice.

#### Stay in the game with a MATS subscription

You have invested in hardware, software, and data acquisition. Echoview MATS will help protect that investment by providing you with instant access to the very latest Echoview version – including regular updates, new features and capabilities, and improvements to performance and ease-of-use.

Echoview MATS also gives you priority access to the expertise of our technical support team – a priceless resource that adds valuable experience and knowledge to your own team.

It is better value to renew your MATS than to pay upgrade fees for new versions of Echoview. If you have a budget cycle to consider, we can provide quotes and pricing for extended maintenance and support contracts.

**Get the most out of your grant:** If your purchase is by way of a one-time grant, you can still get all the benefits of an ongoing Echoview MATS subscription. Let us provide quotes and pricing for extended maintenance and support contracts up front as part of your one-time funding, which will ensure you won't be left behind in the years to come.

### License maintenance

#### How does a MATS subscription keep you ahead?

Keep pace with the latest technology. The Echoview team works constantly to provide you with:

- Regular software updates
- New major releases that include:
  - A wide variety of new features

- Bug fixes and other improvements to releases that are currently available
- Rigorous and meticulous quality assurance of our products
- Comprehensive help file, tutorials, webinars, and other self-education resources
- Support for the latest hardware and technologies
- Keeping up to date with Windows operating systems

### Technical support

The team at Echoview Software considers support to be an integral part of our product, and we pride ourselves on delivering an outstanding service to our clients. Our team of scientists has vast experience from all around the globe on a wide range of hydroacoustic projects.

This allows us to provide outstanding support that is focused on your aims, your data, and your methods and workflow. Our clients regularly report that our support service personnel and help file make a genuinely beneficial difference in their ability to process their hydroacoustic data effectively and efficiently. Global support is available via email, phone, and online meetings. Talk to us for assistance with:

- Software best practice tips and tricks
- Capabilities of different modules
- How to build an effective Echoview workflow
- Project-specific advice and solutions
- Data-specific advice and solutions
- Hardware use and application

### MATS subscriptions

New perpetual licenses include one year of MATS. Further years can be included on request.

To help you keep up to date with your MATS, you will hear from us prior to the end of your MATS subscription period with an invitation to renew.

### Contact us

To find out more about MATS, please contact [info@echoview.com](mailto:info@echoview.com).