



# Rocscience Customer Service and Support

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Rocscience prides itself on the support and service that we provide to our customers. In fact, we believe the importance that we place on delivering high quality and timely support to you is one of the ways that distinguishes us from the competition in today's fast moving, competitive and highly technical geomechanics software market.

## The small stuff can be a big help...

One would expect that any successful company should be available to answer your calls, promptly respond to your messages, to quickly find out what products you have and where they are registered. There are always many questions that need to be answered...has your payment arrived, how soon can your package be delivered, what can we do for you in the meantime, since you need to start using the software right away? These days, when you try to get some help over the phone or you wait for an email response from a company that you have contacted, what has been your experience?

“ *I must further congratulate you on excellent 'after sales service' and response times. For us it's a real pleasure doing business with you. ”*

- Pieter Oosthuizen

ARQ Consulting Engineers (Pty) Ltd, South Africa

Did you know that Rocscience can provide you with a temporary copy of your software to download while you wait for the arrival of your package? This is just one of the many small ways that we try to make your decision to purchase a Rocscience product just the beginning of an ongoing relationship that will increase in value as time goes on.

“ *I would like to thank you, for your answer...and add, that in our opinion, Rocscience support is admirable as always. ”*

- Arnon Rozen

A. Rozen Engineering Ltd., Israel

Aside from focusing on writing the best suite of geomechanics software tools available today, we are committed to understanding what our customers want and need for their work. We know that in order for your company to successfully use our software, you must be confident that Rocscience can offer you consistent, fast and reliable support of all kinds...from preparing quotations and software summaries to providing the free technical support for which we are well-known.

### Free Technical Support that you can count on...

We continue to offer free technical support for the latest versions of our currently distributed programs and provide answers, usually within 24 hours, so that customers can continue to work towards meeting their deadlines. We have found that by providing this important service to our registered users, we hear first hand how the software is being used and what needs to be added or improved upon to make your work easier. Our engineers get a lot of satisfaction from being able to clarify a point that was not clear or to steer a customer in the right direction, when they have a problem. Without your feedback through the technical support process, the software would not have evolved to its present level.

“ I just want to thank you all for answering all my questions, and helping me with the setup issues I was having with my log spiral model. In the end it all came together quite nicely, with results that best represented the situation at hand. ”

- Nadine Miller  
AMEC Earth & Environmental  
Toronto, Canada



## We're changing to meet your present needs.....

While the majority of our customers still prefer a Single license option, the recent trend towards Network licensing has caused us to review how we deliver this option to our customers and how we can best serve registered users who choose this method.

We've heard your requests and listened to your concerns. Our license options are now based on the number of concurrent users only, allowing the flexibility of multiple computer access without the worry of client access limitations. We'll even remind you when it's time to renew your license – allowing for uninterrupted use of your Rocscience software.

### Single and Network Licensing: to clarify some points...

Many of our customers are unsure of the differences between our Single and Network licenses and the policies behind their delivery, installation and technical support. In an effort to answer these questions, we've provided a brief outline. Our current software license agreement provides a more detailed description.

We'd be happy to answer any questions you might have about these options so that you can confidently choose the license style that works best for your office needs.

### Single License

- ◆ Flexibility to use different computers in one office; the software can be installed on multiple computers but will just run on the computer that has the USB lock (dongle) attached
- ◆ Flexibility to take software out into the field on consulting assignments or laptop at home
- ◆ License allows the user to run the software on the computer that has the lock attached.
- ◆ Free Technical Support is offered only to office where software is registered
- ◆ Flexibility to transfer registration to new office location – simply notify us and we'll make the necessary revisions to your license.

### Network License

- ◆ Annual subscription that includes all updates (minor improvements and bug fixes) and upgrades (major changes, new version)
- ◆ Cost based on the number of concurrent users
- ◆ Free Technical Support is offered to registered office location
- ◆ Can be managed by IT coordinator
- ◆ Can access software through license file on server from outside offices
- ◆ Although the Network license allows access by computers off-site through your Wide Area Network (WAN), due to individual firewall, security and system access issues, we limit our installation support to Local Area Networks (LAN).

## What have we done for you lately in software...

Besides making sure that you get a response from us as soon as possible, there is no substitute for talking to you in person. We value the opportunities that we get to visit with our customers through workshops, sales visits and conferences. These meetings offer us a chance to hear how you, the practitioners, are using the software, suggesting improvements or changes that we can make that will benefit everyone.

Many of our best innovations come from you, the user, from ideas or requests that you have sent to us, both as technical support questions or just plain suggestions. A recent example is from one of our long-time users, Ross Seedsman from Australia.

Ross suggested that we add the ability in our *Examine*<sup>2D</sup> software to contour the ratio of principal stresses  $\sigma_3/\sigma_1$ .

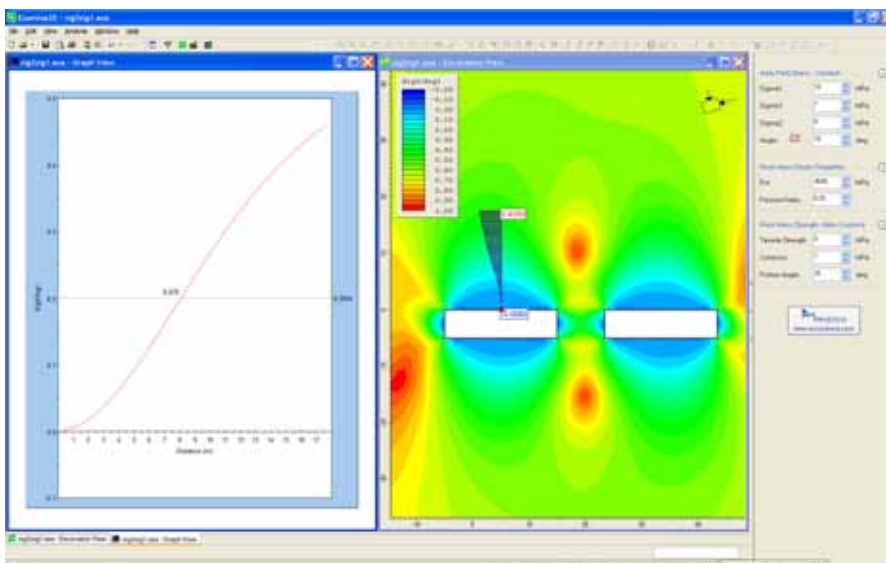
In certain rocks, principal stress ratio can be used to evaluate the stability of a rock mass.

“Combining this stress ratio with transverse isotropy appeared to be valuable in estimating the maximum height of roof falls in coal mines. In feedback to Rocscience, I suggested this ratio should be included in the next upgrade. Within 2 days, Brent had done it, and my sensitivity studies were almost instantaneous. Hard to believe, but *Examine*<sup>2D</sup> is now even better. And for any coal-mine users, try a ratio of 0.33 with an E/G ratio of 10.”

- Ross Seedsman  
Seedsman Geotechnics Pty Ltd, Australia

The only way to do this in *Examine*<sup>2D</sup> before was a time consuming process of exporting

the stress data to Microsoft Excel and then plotting the stress ratio within Excel, making sensitivity analyses very time consuming. Since adding the ability to plot stress ratio was a relatively simple process, taking only an hour or so to code, we decided to add this option to *Examine*<sup>2D</sup>.



Contour plot of principal stress ratio= $\sigma_3/\sigma_1$