

## Weave Enhanced Support

# DATA SHEET

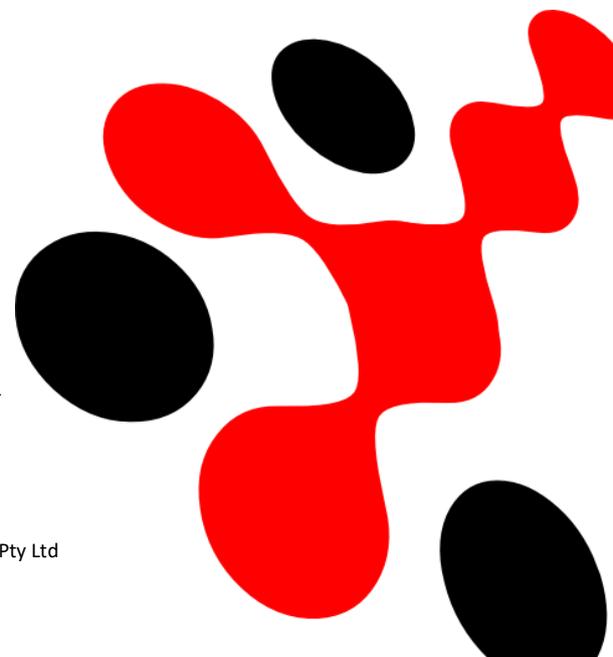
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## WHAT IS WEAVE ENHANCED SUPPORT?

Enhanced Support is a support service provided by Cohga aimed at assisting clients manage their geospatial and ICT solutions. Enhanced Support is any support service over and above the Weave Standard Support service and can include:

- system development and enhancements;
- system configurations and updates;
- system reviews and advise on best practice;
- initial and ongoing training;
- onsite support;
- database management;
- data uploads and management;
- infrastructure and network management;
- strategic planning;
- project management;
- and any other service in support of a client's solution.

## HOW DOES IT WORK?

Enhanced Support is a subscription service providing clients with a fixed amount of support effort per year. The amount of effort is negotiated to meet a client's needs and budget. For example, clients could budget for 1 day per fortnight, and look to adjust this effort after the first year of operation.

Enhanced Support is provided by our senior consultants and product specialists who bring a wealth of experience and expertise to the table.

Requests for Enhanced Support are managed using Cohga's existing support systems and processes. In addition, Cohga provides regular reports to ensure the subscribed Enhanced Support hours are being used productively.

Please note that Enhanced Support is an annual subscription and that effort in one subscription period is not transferable to another.

## WHAT ARE THE BENEFITS OF ENHANCED SUPPORT?

By engaging with Cohga on a regular basis clients are able to dramatically improve the quality and functionality of their Weave solution, which translates to cost savings and greater user satisfaction.

Some of the benefits provided by Enhanced Support include:

- **Annual subscription simplifies the procurement process**  
Once established as a recurrent subscription service the procurement process becomes a set and forget activity. This greatly simplifies the approval and procurement process and results in a more cost effective outcome.
- **Fosters a commitment to ongoing system enhancement**  
Enhanced Support is a proven way of driving continuous improvements of systems and staff. Cohga works collaboratively with you to ensure you maximise the business value from your systems.
- **Ensures systems are performing in the most effective manner**  
Through constant contact with Cohga's experienced resources you can be assured of the best advice and effort to ensure your systems are operating effectively.
- **Rapid development of new capability from experienced staff**  
Cohga resources develop and maintain Weave on a daily basis. They have expert knowledge with Weave, spatial and ICT solutions which allow for the rapid development of new capabilities as required.
- **Knowledge transfer to improve internal resource capability**  
Cohga resources have decades of experience in the ICT industry and have expert knowledge with Weave, spatial and ICT solutions. This knowledge is passed on to clients through informal and formal processes.
- **Substitute for internal staff**  
Many organisations simply do not have or want to have the internal resources to manage their Weave and ICT solutions. Enhanced Support is a great way of acquiring these skills in a cost effective manner.
- **Reduced risk of system failure**  
Through Enhanced Support Cohga will advise, instruct, and assist you to operate and maintain your systems according to best practice. This greatly reduces the risk of failure and improves overall confidence in your systems.

## WHAT DOES IT COST?

The cost of Enhanced Support will depend on your need. Cohga will work with you to determine how much annual effort you should acquire for your specific system and required outcomes. Please contact Cohga to start this conversation.