

## Support Options for GEO-SLOPE Software

GEO-SLOPE offers a variety of resources, technical and numerical modeling assistance, and training opportunities in support of our software products.

- **Online Resources** provide constant access from within the software and via our web site to product documentation, tutorial movies, example files, a support knowledge base, software service packs and our monthly email newsletter, Direct Contact.
- **Support Services** enable you to request additional assistance from our support team by email.
- **Expert Service** is an advanced, fee-based service that provides access to our engineering experts for in-depth assistance with your numerical modeling and analyses.
- **Training** options include public workshops and contracted on-site courses to help you learn important geotechnical modeling techniques and how to apply them using GEO-SLOPE software.

### Online Resources

*Find answers to your questions whenever most convenient for you*

#### From the Start Page of the GeoStudio software

- GeoStudio Help
  - Fast, context-sensitive access to specific commands for the software
- Engineering Methodology Books
  - Focus on the philosophy behind numerical modeling
  - Topics such as: Material Models and Properties, Boundary Conditions, Analysis Types, Functions, Numerical Issues, Visualization of Results, Modeling Tips and Tricks, Illustrative Examples, and Theory

#### From our Web Site – <http://www.geo-slope.com>

- Example Files & Tutorial Movies
  - Highlight specific features and illustrate how to develop and conduct specific analyses
- Knowledge Base
  - A searchable database for technical support
  - Information on known hardware and software issues, “how-to” modeling tips, and answers to your frequently asked questions
- Software Service Packs
  - Part of our commitment to continually upgrade and enhance the software
  - Includes minor updates, fixes and/or enhancements in the current version
  - Available free of charge for download and installation to ensure your software contains the latest changes
  - A list of changes made in each software release is available for your in-depth review
- Monthly Newsletter - ‘Direct Contact’
  - Provides helpful modeling tips and keeps you informed of new products, releases, upcoming workshops and conference events.

## Support Services

*Designed to help you when online resources can't - Contact [support@geo-slope.com](mailto:support@geo-slope.com)*

- **Technical Software Support:** We will work with you to resolve installation, licensing, operation, or security issues as quickly as possible. We place a high priority on having the software running properly and will do our best to ensure it is operating as intended at your site.
- **Modeling & Analysis Support:** Send your questions and model, if possible, to [support@geo-slope.com](mailto:support@geo-slope.com) for one of our modeling experts to review and respond to at no charge. If your question cannot be resolved relatively quickly, we may recommend our fee-based service.

## Expert Service

*Fee-based service customized to your specific needs - Contact [support@geo-slope.com](mailto:support@geo-slope.com)*

Consider this service when you would like guidance in the development of a numerical model, or an objective review of a complex model to strengthen your confidence.

Our specialists will work with you to determine the scope of work necessary and present you with a proposal outlining what would be required for a resolution. The proposal will include an estimate of all fees and expenses, with the initial consultation session provided free of charge.

## Training

*Designed to satisfy the needs of both beginner and seasoned modeler - Contact [info@geo-slope.com](mailto:info@geo-slope.com)*

- **Annual geotechnical modeling workshops** are designed to teach engineering principles and how to apply engineering knowledge to the modeling process, and to provide hands-on experience with GEO-SLOPE software.
- **On-site workshops** are custom designed for individual organizations by focusing our workshop format to your company's specific areas of interest with guided discussions and applicable examples.

All training programs are led by geotechnical engineers with many years of consulting, teaching, and modeling experience.

## Contact GEO-SLOPE International Ltd

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