

CityCAD Premium Subscriptions introduced

NEWS ITEM 13 May 2009

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As a Premium Subscriber, you will be given a priority phone number and email address, and will receive a prompt, personal technical support service from one of our consultants.

Your subscription will also be personally overseen by a Director of Holistic City Software, who will be responsible for ensuring you receive the highest quality of service at all times.

Each month, you will also be entitled to an optional site visit * from one of our technical consultants at a time to be arranged with you. They will be able to discuss your needs in detail, helping you to set up new CityCAD models and answering your specific queries about new projects. This helps you ensure that CityCAD adds as much value as possible to your projects, and protects your investment in the software. Total Flexibility

We understand that large scale property-related projects can be unpredictable, and that they may go on hold for several months at a time.

For this reason, Premium Subscriptions offer you total flexibility - you can stop it each month, and re-start the Premium Subscription as required.

You also have the option of downgrading it to a standard flexible licence during periods when you still need to use CityCAD, but do not require the extra technical assistance and other benefits of the Premium Subscription. If you want to change or cancel your licence, contact sales@holisticcity.co.uk This e-mail address is being protected from spam bots, you need JavaScript enabled to view it at any time or call your support number. Two Extra Licences included

Finally, as a Premium Subscriber, you will be entitled to two additional installations (worth £350/month) which can be used at the same time as your primary installation.

For example, you may want to install a copy on your laptop, or offer one to a colleague who will be working with you on the project.

If you want to move a copy to another PC at any stage, give us a ring and we will guide you through the process.

Setup Assistance (available free of charge to premium subscribers)

- On-Site Installation Assistance * - We will visit your office and be on hand to assist your IT team to install and activate your copies of CityCAD.

- Setup and Configuration Assistance - We will commit one of our technical consultants to help you for half a day to set up your installation to meet the specific requirements of your project. For example, we can help you source baseline information such as surveys, aerial photography, mapping and 3D buildings to add context to your model. We can also assist you to insert this information into CityCAD URB models so you can get started as soon as possible.

- 1 Full Day of CityCAD Training * - We will visit your office and provide a full day of training to your CityCAD users. This will be an intensive, informal and interactive session in your choice of format - a seminar, workshop or at-seat training. You will be able to discuss the specific needs of your projects, and our trainer can use your project as the basis for teaching basic and advanced CityCAD skills. This can be organized at a time convenient to you in the first two months of your subscription.

- Follow-Up Training * - After your CityCAD operators have been using the software for 2-3 weeks, we usually find there are many questions that come up. As a Premium Subscriber you can of course give us a call, but we have found that a

second site visit to meet your CityCAD operators and provide additional at-seat training allows us to discuss and answer queries in a quicker and more effective way. Follow up training is provided free as part of the Premium Subscription package, and can be arranged at a time to suit you within the first two months of your subscription.* = Please note that services marked with an asterisk are only available to users in the UK. If you are based outside of the UK and would like to take advantage of these benefits, please contact us at sales@holisticcity.co.uk This e-mail address is being protected from spam bots, you need JavaScript enabled to view it and we will explore options. For example, we may be able to provide training through an online meeting or a technical consultant from the UK can travel to your location.