

# Upgrade Entitlement

A comprehensive program for regular software updates, customized training, and customer support

## Upgrade Entitlement (UE) with GXP®

To maximize your success with GXP® software, BAE Systems GXP offers a comprehensive UE program which provides industry-leading customer training and product support. GXP users who subscribe to the UE program also receive regular software updates and patches, as well as customer events including regional workshops and our annual user conference (dependent on number of licenses) which provides hands-on training, industry best practices, and networking among your peers. The GXP UE program provides a variety of key benefits including:

- » Software updates and patches
- » Unlimited customer support
- » Software training
- » MyGXP Customer Portal
- » Focus groups
- » GXP360° User Conference
- » Replacement software license keys
- » License transfers

BAE Systems regularly issues new releases of its software in order to update and enhance product features and functionality. These updates can either be downloaded directly from MyGXP.com or distributed in the form of media kits, which include softcopy documentation.

Upgrade Entitlement is offered for all GXP software solutions within the GXP ecosystem including:

-  SOCET GXP®
-  GXP Xplorer®
-  GXP WebView®
-  GXP InMotion™
-  GXP Fusion®
-  GXP OpsView®

## Unlimited Technical Support

The GXP Customer Technical Solutions (CTS) team is dedicated to providing prompt, expert assistance to all GXP software users who have opted for Upgrade Entitlement. Including on-site, telephone, email, and fax assistance, the UE program provides immediate response to solve any problems encountered while using GXP software, interfacing with GXP supported peripheral devices, or logging enhancement requests and bug fixes.

Customers may contact GXP CTS any time to troubleshoot software issues, assist in workflow creation, and set up more extensive training. Requests can be initiated through a simple support request on the MyGXP Customer Portal or any of the support numbers listed at the bottom of this page.

## MyGXP Customer Portal

The MyGXP Customer Portal is a self-service reference for around-the-clock support which offers access to exportable software builds, patches, and other critical product information at any time. With the click of a button, you can update your profiles; manage support requests and email preferences; request license keys and software; and search the Technical Knowledgebase for quick answers to outstanding issues.

## Software Training

Regular training sessions are held at GXP training centers worldwide throughout the year, and are free to all current UE customers. For a calendar of training courses offered by region, visit [geospatialexploitationproducts.com/training](https://geospatialexploitationproducts.com/training). In addition, GXP periodically hosts workshops at regional locations and various customer sites to ensure an efficient and effective training environment.

GXP also holds an annual user conference, GXP360°, which delivers unique perspectives on the latest advances in geospatial exploitation along with in-depth training on the most recent capabilities within the GXP product ecosystem. One-on-one workstations are available throughout the week for private demonstrations and workflow discussions with a CTS representative. In addition, a variety of professional exchanges and networking events provide additional opportunities for networking and best-practice sharing.

## Focus groups

GXP hosts regional focus groups encouraging selected users to provide feedback on GXP technology and preferences regarding future product development priorities. These events offer the opportunity to collaborate with GXP staff to design more effective products and to find out about other users' experiences with the products.

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