

VCMS® Technical Support

Will technical support still be available for VCMS?

Yes, phone and email technical support will still be available for VCMS. Current VCMS users will continue to have resources available to help them continue using their system productively.

Who do I contact for VCMS technical support?

Beginning March 15, 2011 VCMS technical support is available from Electronic Data Solutions®. Elecdata will continue to work closely with support personnel at Clarke® (i.e. Roger Newberry, Jon Beatty) to provide the level of support that VCMS users are accustomed to.

To contact technical support, please email or call toll-free: support@Elecdata.com (866) 560-6200

How long will technical support still be available for VCMS?

We project having technical support available for VCMS during 2011 and 2012, and for several years after the introduction of a new generation of software solutions.

Is VCMS technical support free?

Each customer can receive support for their first three (3) cases or first thirty (30) days (from first support contact) at no charge. Thereafter, annual paid support contracts are available to fit your needs.

There are two types of paid support options available:

- 1). Annual agreement packaged as a case bundle, so users can choose the level of support they need; or
- 2). Annual unlimited support agreement packaged per mobile device.

OPTION 1 – Annual Support Case Bundles

Annual Support Bundle, up to 20 cases - \$500

Annual Support Bundle, up to 50 cases - \$1,195

Annual Support Bundle, up to 120 cases - \$2,400

Annual Support Bundle, up to 240 cases - \$4,800

Annual Support Bundle, up to 500 cases - \$10,000

Annual Bundled Plan provides:

- Support access for authorized individuals
- High priority support
- 5-day turnaround time on hardware repairs guaranteed (for Trimble® MGIS equipment)

OPTION 2 – Annual Unlimited Support per Device

Equipment Bundle Support for new handhelds purchased from Elecdata -- \$295/device/year.

Equipment Bundle Support for existing VCMS handhelds -- \$395/device/ year.

Quantity discounts:

Qty. 10-24 - 15%

Qty. 25-49 - 20%

Qty. 50+ - 25%

Equipment Bundle Support Renewal -- \$195/device/year, or \$295/device/for 3 years.

1 Year plan provides:

- Unlimited access for 1 year for any user of a single system
- High priority support
- 5-day turnaround time on hardware repairs guaranteed (for Trimble® MGIS equipment)
- Volume discounts for larger equipment fleets
- Renewal discounts

What if I have current VCMS eCare?

VCMS users with current eCare agreements will receive the full value of their unused technical support. The only difference is technical support will be provided by Electronic Data Solutions rather than by Clarke.

What if I do not have current VCMS eCare?

VCMS users that do not have current eCare agreements can receive support for their first three (3) cases or first thirty (30) days (from first support contact) at no charge. Thereafter, annual paid support contracts are available to fit your needs as discussed above.

Enhancements and Bug Fixes

Will VCMS continue to be developed and enhanced?

VCMS software will continue to be supported, but the software will not be further enhanced with any new functionality. No further development will take place on the current VCMS software architecture.

Can I get customized modifications made to my VCMS system?

Generally speaking, development efforts will be focused on next generation products. However, if there is a strong business case for customizing the VCMS system, this can be approached as a paid custom project.

What if I have current VCMS USP?

VCMS users that have current USP agreements may choose one of three ways to utilize their USP value:

1. Receive credit toward paid support options
2. Receive credit towards VCMS Conversion Software and Migration Services, or
3. Apply toward next generation software solutions

What if I do not have current VCMS USP?

Because VCMS software will not continue to be enhanced or developed, there would be no reason to continue purchasing USP in subsequent years. VCMS users that do not have current USP agreements will have to purchase technical support options in order to receive technical assistance with their VCMS software.

Sentinel GIS and next generation software solutions will have software maintenance and support options available for purchase, similar to VCMS USP.



NEW

If I do not have current VCMS USP, should I renew it?

No. As outlined above, if users have current USP, they will receive credit toward paid support options and discounts on future software offerings. However, if users do not have current USP for VCMS, there is no reason to purchase USP, unless they wish to update to the latest version of VCMS and continue using it.

Sentinel GIS and next generation software solutions will have software maintenance and support options available for purchase, similar to VCMS USP.

Can I update to the latest version of VCMS?

Yes. Before doing so, users may wish to consider what changes or improvements have been made in newer versions and decide whether the update is a worthwhile investment.

Updating to the latest version of VCMS would require purchasing USP, and may require purchasing data migration and installation services depending on how old the database schema is. This is one of the few scenarios where purchasing USP may make sense.

If the VCMS database schema is newer (v3.x), updating the VCMS software would only require purchasing USP and tech support, and optionally could include on-site implementation and training.

If the VCMS database schema is older (v2.x), updating the VCMS software would require purchasing USP, tech support, and data migration services to move historical data from the old database schema to the new one, and optionally could include on-site implementation and training.

If it is not necessary to move historical data into the new database, data migration services would not have to be purchased.

What is the product roadmap for VCMS?

VCMS will continue to be available in its present form into 2012. It will not be enhanced with additional functionality. It will eventually be discontinued, but we project having technical support available for VCMS during 2011 and 2012, and for several years after the introduction of a new generation of software solutions.

Sentinel GIS software will continue to be enhanced with additional functionality, including support for enterprise requirements such as multi-user geodatabases and support for Windows tablets in addition to Windows Mobile devices. Sentinel GIS in its current and future form may be considered a complementary solution to VCMS in the short term, and a viable replacement for some VCMS users but not others in the long term.

Future software solutions are being developed during 2011-2012 that will replace VCMS. This next generation family of products does not yet have a trade name. This family of products will incorporate the strengths of Sentinel GIS and VCMS.

Conversion and Migration

Can VCMS be converted or migrated to Sentinel GIS?

Yes, a VCMS conversion and migration path to Sentinel GIS will be available beginning Summer 2011. Current VCMS customers will be able to convert their VCMS data for use in Sentinel GIS, possibly leverage existing mobile devices that are currently used with VCMS, and begin using Sentinel GIS.

What is the VCMS Conversion Software & Migration Service?

The VCMS Conversion Software & Migration Service is a bundle of software and services designed to migrate data from a VCMS database to an Esri® geodatabase for use with Sentinel GIS software, and assist with moving data collection operations to Sentinel GIS software.

Software components may include conversion utilities that are installed on a user's computer. Services may include data conversion, database conversion, implementation, orientation, and training.

NEW

The VCMS Conversion Software & Migration Service will be available in Summer 2011 to convert VCMS data and operations to the current Sentinel GIS software platform. You do not have to wait for the Next Generation software.

More detailed descriptions and prices for VCMS Conversion Software & Migration Services will be forthcoming, and updated communication will be released regularly throughout Spring and Summer 2011.

Will my Sentinel GIS database look like my VCMS database?

The data models match quite closely, but obviously are different, having been developed by different companies at different times in different architectures. Every attempt will be made to address data conversion needs with the VCMS Conversion Software & Migration Services. Standard VCMS users with standard VCMS data models should be able to convert their data in a consistent way.

What if my Sentinel GIS database needs to work with other business systems?

The Sentinel GIS data model is documented and that documentation is available from Electronic Data Solutions support. Because Sentinel GIS supports standard Esri geodatabases (and soon this will include Esri SDE), data can be accessed by other systems. So, users may be able to integrate Sentinel GIS data in their business workflows on their own.

On the other hand, this might be approached as a custom VCMS Conversion & Migration Services project.

Can I continue using VCMS if I am happy with it?

Of course. VCMS software will continue to be available and supported for several more years. This gives current users time to consider other options for the future while continuing to maintain operations using a system that they are familiar with and possibly quite satisfied with.



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What mobile devices can I use VCMS with?

VCMS can work with any Windows CE .NET 4.2 or Windows Mobile 5 or 6 device that can have the Java virtual machine (SuperWaba) installed.

Many VCMS users are familiar with iPAQ or Intermec devices.

VCMS can also be used with Trimble® GPS devices such as Juno™ SB/SC, Nomad®, and GeoExplorer®; and Juniper Systems® devices such as Archer® or Mesa™. Trimble and Juniper Systems devices are built for the field, have integrated GPS receivers, and some are highly rugged (IP67, waterproof and dustproof) or highly accurate (such as the GeoExplorer XH). Trimble GPS devices are fully supported and serviceable by Electronic Data Solutions' Service center. Juniper Systems field devices are also fully supported and serviceable by Juniper Systems.

Can I replace my iPAQs or Intermecs with other mobile devices?

Yes. The Trimble Juno SB/SC device is a similar form factor, but has integrated GPS. The Trimble Nomad and Juniper Archer are rugged field devices, fully waterproof, with integrated GPS and the same size screen. The Juniper Mesa is a rugged field device with a much larger touch screen.

You do not have to convert to Sentinel GIS to use Trimble or Juniper Systems hardware.

Can I still get replacement accessories for my existing mobile hardware?

Yes, in most cases. Replacement accessories will be available through Electronic Data Solutions whenever possible, although many accessories may be available from third-party suppliers.

Can I still get replacement iPAQ or Intermec mobile devices?

Yes, in most cases. Discontinued models may not be available, but whenever possible replacement devices will be available through Electronic Data Solutions.

Will trade-in options be available for my current mobile devices?

Yes. Hardware trade-in options will be available. Trade-in program details are yet to be announced, and will be communicated later in Spring 2011.

What advantages are there to using Trimble or Juniper Systems mobile devices?

There are several advantages to using Trimble or Juniper Systems mobile devices:

- Ruggedness – waterproof, dustproof, rated for heat and cold
- Integrated GPS – no separate Bluetooth GPS
- Newer Windows Mobile operating system (6.1 or 6.5)
- 1 year hardware warranty with extended warranties available
- Fast warranty or repair service if repairs are ever needed
- Fully supported by Electronic Data Solutions' award-winning service and support team

If I convert to Sentinel GIS, can I use my existing mobile devices?

That depends. Mobile devices must meet Sentinel GIS specifications, outlined below:

- Must be able to run Esri ArcPad software. ArcPad software requirements are listed here: http://www.esri.com/software/arcgis/arcpad/system_requirements.html
- Must be one of the following operating systems:
 - Windows Mobile 5.0
 - Windows Mobile 6.0
 - Windows Mobile 6.1
 - Windows Mobile 6.5

This means that if you are running iPAQs or Dell Axims, they probably can be used. If you are running Intermec devices, they cannot be used.

To be fully supported with Sentinel GIS, any existing hardware would have to be tested and certified by Electronic Data Solutions support.

If I purchased VCMS but am not using it, do I need to do anything?

No. Conversion and hardware trade-in options will be available during 2011 and 2012.

If I convert to Sentinel GIS, what is the learning curve?

Data entry on the mobile device is very simple and repetitive, so the learning curve tends to be easy to moderate.

If users have never used a mobile device with a touch screen before, there is a short learning curve there. However, VCMS users have used mobile devices with touch screens, and Sentinel GIS mobile data entry is very similar.

Sentinel GIS is map-centric, meaning that a fully interactive map is available at all times on the mobile devices. Learning to interact with the map and with ArcPad tools may present a learning curve, but map interaction may be more intuitive for many users.

Sentinel tools are built on Esri ArcPad mobile GIS software, which consists of toolbars with toolbar icons rather than menu options. Learning what the tools are and what the toolbar icons represent presents a bit of a learning curve.

Desktop tools are built on ArcGIS Desktop, where users create maps for the mobile devices, set configuration options, edit data, and run reports. Learning to interact with ArcGIS Desktop software at the level required for productive Sentinel GIS use presents a moderate learning curve. Users will create maps and interact with and edit map data. This requires a basic knowledge of ArcGIS Desktop, which can be obtained through free online or printed tutorials, and through Sentinel GIS orientation documentation. In other words, everything you need to know to get started with ArcGIS Desktop and Sentinel GIS is contained in the Sentinel GIS documentation.

ArcGIS Desktop has many other cartographic and analysis features that are not required for Sentinel GIS use, but may be



of interest to some users. A large body of knowledge is accessible through Esri.com and Esri Training, and Esri Support is available to all ArcGIS users with current software maintenance.

Printed and digital Quick Start Guides for Sentinel GIS are available, as are Quick Reference Guides that explain what every tool and button are. Video tutorials, Webinar-style orientations and on-site training options are also available. These provide an orientation to field collection that can get most mobile users up and running in a couple of hours at most.

If I convert to Sentinel GIS, what are the Esri licensing costs?

Esri ArcPad is licensed on a per-handheld basis. ArcGIS Desktop is licensed on a per-PC user basis. In both cases, a one-time software license purchase is necessary. A new software license purchase includes one year of software maintenance, which entitles the user to software updates and technical support for ArcGIS Desktop and ArcPad from Esri.

Software maintenance can be renewed annually for ArcGIS Desktop and ArcPad. This entitles the user to ongoing software updates and technical support from Esri. Staying current on maintenance is always recommended for ArcGIS Desktop, but is not always recommended for ArcPad software.

Example Esri software license costs (quantity discounts are available):

- ArcGIS Desktop ArcView single-use license¹: \$1,500
- ArcPad license: \$700

Example Esri software maintenance costs:

- ArcGIS Desktop ArcView annual maintenance: \$400 for primary license, \$300 for secondary licenses (every 10 desktop licenses will have one primary and nine secondary)
- ArcPad annual maintenance: \$250

Sales and Marketing

Will VCMS continue to be sold?

Yes, VCMS will continue to be available during the 2011 field season. Current VCMS users will still be able to purchase additional software licenses, replacement hardware, and technical support.

A new generation of software solutions for mosquito and pest control is being developed during 2011-2012, and is projected for introduction during 2012.

What are the differences between Sentinel GIS and VCMS?

VCMS software has traditionally been offered as a medium- to large- enterprise solution (20 – 100 users) for managing vector control data collection and reporting requirements. Multiple users can access and edit the database and synchronize data from mobile devices simultaneously. VCMS software supports all aspects of vector control data collection and management. Additionally, feature-rich querying and reporting capabilities in VCMS support meaningful analysis and regulatory compliance. However, VCMS offers limited GPS and GIS functionality, and contains more features than some users may need or use.

Sentinel GIS has traditionally been offered as a modularized solution for managing vector control data collection and reporting

requirements. Sentinel GIS is built directly on Esri desktop and mobile GIS software architecture, and therefore directly leverages the strengths of GPS and mobile GIS for field data collection. Sentinel GIS has typically appealed to small- to medium-sized operations (1-30 users), and has often been categorized as a desktop solution with mobile data collection as opposed to a large enterprise solution.

Sentinel GIS continues to be enhanced to add enterprise capabilities, such as SDE (multi-user Esri geodatabase). The Sentinel GIS product roadmap is discussed later in this document.

The following is an at-a-glance comparison of high-level product positioning:

	VCMS	Sentinel
Multi-user / enterprise	Yes	No
Desktop / single user	No	Yes
Web based	No	No
Mobile	Yes / Platform	Yes / Platform
Mapping	Yes	Yes
Customer Service	Yes	Yes
On-screen location maps	No	Yes
Support	Live	Live
Custom Reporting	Yes	Yes
Import Data	Yes	Yes
Export Data	Yes	Yes

What is Clarke's role with VCMS and Sentinel GIS moving forward?

Clarke will be Electronic Data Solutions' exclusive sales channel for existing VCMS software solutions. Organizations that are interested in VCMS will continue to work with Clarke during the purchase process.

Future enterprise-specific solutions will also be available exclusively through Clarke. These solutions will be developed during 2011 and 2012.

Clarke will also offer current Sentinel GIS software solutions on a non-exclusive basis as part of a network of Sentinel GIS distributors that bridges brands.

Sentinel GIS Technical Support & Maintenance

Will technical support still be available for Sentinel GIS?

Yes. Technical support for Sentinel GIS can still be obtained from Electronic Data Solutions as in the past.

Is Sentinel GIS technical support free?

90 days technical support is included in the cost of software purchase. Thereafter, annual paid support contracts are available to fit your needs.

¹ArcGIS Desktop is also available at an ArcEditor and ArcInfo license level. These license levels contain more tools and features but are not required for Sentinel GIS.



Per-Handheld Support

New Equipment Bundle Support – \$295 per year.

Quantity discounts:

Qty. 10-24 - 15%

Qty. 25-49 - 20%

Qty. 50+ - 25%

Equipment Bundle Support Renewal – \$195 per year, or \$295 for 3 years.

1 Year plan provides:

- Unlimited access for 1 year for any user of a single system
- High priority support
- 5-day turnaround time on hardware repairs guaranteed (for Trimble MGIS equipment)
- Volume discounts for larger equipment fleets
- Renewal discounts

What are the annual costs associated with Sentinel GIS?

As a complete system, Sentinel GIS has the following annual costs:

Per-Handheld support: \$195 per year renewal – this provides unlimited technical support from Electronic Data Solutions for the entire Sentinel GIS system, including mobile devices, Sentinel GIS, ArcGIS Desktop, ArcPad, and DataLink GIS. It also provides software bug fixes and minor enhancement updates.

Esri software maintenance: \$300-400 per desktop ArcView license, \$250 per mobile ArcPad license. Esri software maintenance is optional, but recommended for desktop licenses. ArcPad licenses may not need to be maintained because Sentinel GIS supports older versions of ArcPad (currently 7.1.1, 8.0 SP4, and 10.0). Esri maintenance provides for technical support from Esri, and for software updates.

Hardware warranty extensions (optional): varies by equipment manufacturer. Trimble and Juniper Systems both offer hardware warranty extensions for a number of years, to extend the 1-year hardware warranty included with the product.

Module upgrades: varies from \$500 - \$1500 per module. Since Sentinel GIS development began years ago, only one new version (Larviciding v2.0) has been made available as a paid upgrade; all others have been included as free updates for existing customers.

Product Roadmap and Software Enhancements

Will Sentinel GIS continue to be developed and enhanced?

Yes. Sentinel GIS will continue to be enhanced with significant new functionality planned for 2011-2012, including:

- Adulticiding support for Clarke SmartFlow
- Adulticiding support for New Mountain NM150 Ultrasonic Weather Sensor
- Support for Esri SDE multi-user geodatabase (in addition to currently supported file and personal geodatabase)

- Support for SQL Server, Oracle, and other enterprise RDBMS
- Support for multiple editors
- Support for versioning
- Support for geodatabase replication
- Platform for ArcGIS Server
- DataLink GIS support for memory card devices in addition to Windows Mobile devices
- Sentinel GIS mobile support for Windows platforms in addition to Windows Mobile
- Centralized settings control
- Centralized logging
- Windows 7 64-bit compatibility

What is the product roadmap for Sentinel GIS?

Sentinel GIS will continue to be enhanced with significant new functionality planned for 2011-2012. Some of these enhancements are detailed above.

In addition, new enterprise-specific software offerings will be made available that will supplement the current and future Sentinel GIS software offerings. These will include VCMS Software Conversion and Migration Services and a next generation software offering that will replace VCMS.

How does the VCMS purchase impact Sentinel GIS development and enhancement?

Sentinel GIS software development and enhancement will continue as planned. Additionally, VCMS software features that may currently be missing from Sentinel GIS will make their way into Sentinel GIS or into the next generation software offering.

How does the VCMS purchase impact Sentinel GIS development and enhancement?

Sentinel GIS software development and enhancement will continue as planned. Additionally, VCMS software features that may currently be missing from Sentinel GIS will make their way into Sentinel GIS or into the next generation software offering.

Will VCMS and Sentinel GIS become one product?

No. VCMS and Sentinel GIS are built on entirely different architectures, although the data collected is quite similar in many cases. There is no plan to literally merge the products and make them work together as a cohesive systems. Rather, the best features from each will be preserved and incorporated into future versions of Sentinel GIS and into the next generation software offering.

Can Sentinel GIS be used in an enterprise environment?

Yes. Sentinel GIS will be compatible with Esri SDE multi-user geodatabases in 2011. This provides the basis for many enterprise needs, including:

- Support for SQL Server, Oracle, and other enterprise RDBMS
- Support for multiple editors



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- Support for versioning
- Support for geodatabase replication
- Platform for ArcGIS Server

What is enterprise software?

'Enterprise software' has become an industry buzzword that admittedly has many definitions. In one sense, it refers to software used in organizations as opposed to retail software used by individuals. Many definitions of enterprise software incorporate the idea that the software includes function-specific and industry-specific solutions.

In the context of Esri GIS technology, 'enterprise' is often discussed in the following contexts:

Server-based as opposed to desktop-centric

Multi-user organization-wide databases as opposed to personal databases

Technology platform that provides support for interaction from a variety of clients, including desktop users, GIS viewers, Web applications and mobile applications

Enterprise GIS is discussed in some detail on Esri's Website at <http://resources.arcgis.com/content/enterprise/10.0/about>.

In the context of VCMS and Sentinel GIS, VCMS is an enterprise system, and Sentinel GIS is a desktop system. Sentinel GIS will continue to be enhanced as outlined above, but the next generation software family will incorporate the best of both systems into an enterprise offering.

Will Sentinel GIS be compatible with the Clarke SmartFlow?

Yes, Sentinel Adulticiding will be compatible with Clarke SmartFlow systems. Development is under way and release is scheduled for Spring 2011.

Adulticiding mobile will be able to collect data directly from a SmartFlow sprayer for inclusion in the Sentinel GIS geodatabase. There are no plans to make DataMaster compatible with Sentinel GIS desktop.

Adulticiding is already compatible with Curtis Dyna-Fog, London Fogger, and B&G Phoenix sprayers with GPS control boxes.

Sales and Marketing

Will Sentinel GIS continue to be sold?

Yes. Sentinel GIS in its current form will continue to be sold. There is no plan to discontinue Sentinel GIS software.

What technology is Sentinel GIS based on?

Sentinel GIS software consists of three basic components: desktop software for program configuration, editing, map-making, and reporting; desktop software for managing data synchronization; and mobile software for data entry and map interaction.

Mobile components are based on Esri ArcPad mobile GIS software. More information about ArcPad can be found on Esri's Website at <http://www.esri.com/software/arcgis/arcpad/index.html>.

Desktop components for configuration, editing, map-making and reporting are based on Esri ArcGIS Desktop software. More information about ArcGIS Desktop can be found on Esri's Website at <http://www.esri.com/software/arcgis/arcview/index.html>.

DataLink GIS, an Electronic Data Solutions software product, manages data synchronization. It is a C#.NET application.

How much do I need to know about Esri software to be effective with Sentinel GIS?

If you are a mobile user, you will not need to know much of anything about Esri ArcPad software. The main learning curves are:

- Interacting with a mobile device with a touch screen for data entry, including the on-screen virtual keyboard
- Becoming familiar with the toolbars and buttons
- Interacting with a map

All aspects of mobile program operation and data collection are covered in printed documentation, video tutorials, Webinar-style orientations, or on-site training classes.

If you are a desktop user (supervisor, administrator), you will need to know some ArcGIS Desktop basics, but you do not have to be an expert or even intermediate user. A beginning user will know all they need to know about ArcGIS Desktop to get by with Sentinel GIS:

- Basic map creation, including adding layers, changing symbology, setting labels, turning on display scales, and hiding fields
- Basic editing, including drawing in new features, deleting features, and modifying existing feature geometry or attributes

Introductory training for ArcGIS Desktop is available from Esri several formats, including in-person instruction at Esri facilities, virtual classroom instruction from live instructors, online self-paced training (some of which is completely free), and extensive tutorial and on-line help information.

NEW

Are Sentinel Reports Compatible with State Reporting Requirements?

Sentinel GIS records and reports on typical information required by various regulatory agencies, including total area treated, total product usage, treatment locations, etc. Each Sentinel module (Adulticiding, Larviciding, Surveillance) includes a variety of out of the box report templates. Each report template supports extensive input options so report data content can be customized, and reports can be exported or printed to many formats.

That said, Sentinel GIS reports have not been designed with any particular State agency in mind. If the data presented on a report does not satisfy a particular requirement, we are interested in knowing about it so that our reporting capabilities can be enhanced.



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