SpatialAnalyzer (SA)
Advantages of software maintenance agreements (SMA) via VMT

VMT GmbH is an official reseller of Hexagon MI's SpatialAnalyzer software (formerly NRK):

- Since 2006, we have been actively selling new licenses and maintenance renewals, providing comprehensive support for our customers (via email and hotline), and conducting training courses.

- Our support, consulting, and training services are provided by experienced surveyors who use SpatialAnalyzer independently of any particular industry or manufacturer.

- Since the beginning of 2019, we have also been available to SpatialAnalyzer users who have purchased new SpatialAnalyzer licenses through Hexagon MI, providing expert support and training. We also consult them on the renewal of maintenance contracts and offer this service.

- We make our decades of expertise in portable 3D metrology available to all customers in consulting services regarding measurement concepts, selection of suitable hardware such as laser trackers, and implementation of measurement strategies in the SpatialAnalyzer software or through automation of measurements. This finally also means that our customers can purchase a complete package from us with the selected hardware and software, including measurement automation.

- Since 2009, we organize the German-language user meeting "Projektdialog SpatialAnalyzer" for all SA users and interested parties. This takes place at different venues. Further information: [Projektdialog SA - VMT Metrology](#)

Maintenance in general:

- Software updates and technical support

- For new purchases and license maintenance renewals, we forward the following information about the specified licensee to Hexagon MI (NRK), the manufacturer of the SpatialAnalyzer software: license number, company name, address, location (if applicable), first and last name, and email address.

All running maintenance contracts concluded via VMT also include:

- Our customers can contact the VMT support team during normal business hours, Monday through Friday from 8:00 a.m. to 5:00 p.m. Availability:
  - via E-Mail SpatialAnalyzer@vmt.global
  - Telephone-Hotline +49 7251 9699-8333
  - Online-Meetings via MS Teams, TeamViewer and other Services
- Information about new software releases and events via newsletter.

  We use your email addresses for this purpose. To subscribe or unsubscribe from the newsletter, please write to us at: SpatialAnalyzer@vmt.global.

Reasons for maintenance extensions:

1. SpatialAnalyzer is completely independent of portable measurement instrument manufacturers and currently supports over 200 instrument interfaces (laser scanners, laser trackers, measuring arms, photogrammetry, projectors, laser radar, etc.).

   - When new instruments or new firmware updates for measurement instruments are released, SA is adapted to these updates in the instrument interfaces.

     For example, if laser tracker manufacturers install a new update on the controller during the next (re-)certification, SA users with a current maintenance contract can be sure that the latest SA release will work with this new update. If a user does not have a current maintenance contract for the license they are using, they may be able to work with an older SA release. In this case, the last version that was released before the maintenance contract expired.

     When working with older SA releases, it is also advisable to check compatibility with the firmware updates installed on the measurement instruments..

     o If a user decides to purchase a new measurement instrument in the near or far future, they can always be sure that the interface for this instrument will be available in the latest SA version. This means that there are no additional costs.

2. SpatialAnalyzer is always kept up to date with regard to the Windows operating system and native CAD import (import of CAD models).

3. SpatialAnalyzer is a customer-oriented software. This means that users can suggest ideas and features for the software, which are then implemented at regular intervals by the developers in the USA. Regardless of the size of the customer!

4. A maintenance contract also includes technical support by phone or email, which users can address with questions and problems regarding the software, but also with questions about a measurement task: "How can I best solve this task in SA?" Our support team consists of engineers who have extensive know-how through customer training and services.

5. If a customer uses more than one SpatialAnalyzer license, it is a benefit if all licenses have the same maintenance period and, if applicable, the same features. This ensures that users can exchange their licenses and measurement files with each other without getting compatibility problems. Like other software programs, SpatialAnalyzer is only backward compatible, i.e., a newer SA version can open and use measurement files saved with an older SA version without any problems. However, measurement files created with newer SA versions cannot be opened with older SA versions.

6. Automations using measurement plans (MPs) and SDKs are only ever created for customers in the latest version of SpatialAnalyzer in order to guarantee communication with the measuring instruments and support.

7. With each new software release for SpatialAnalyzer (SA), we send out a German-language newsletter to all SA users in German-speaking countries. All others receive an English-language version of this newsletter.

8. General benefits of a maintenance contract are also listed on the official SpatialAnalyzer website, under: https://www.kinematics.com/support/maintenance.php