



Azteca Systems, Inc
11075 South State Street #24
Sandy, UT 84070
(801) 523-2751
(801) 523-3734 (fax)

Support Quote
November 19, 2009

Rapid, (SD), City
Dan Coon
300 6th St
Rapid City, SD 57701

Our records indicate the renewal date is approaching for Cityworks Update & Support Agreement. Keeping your update and support current entitles you to:

- ❖ **Software Updates:** At Azteca we are constantly looking for new ways to enhance our software. One of the primary ways this is accomplished is through suggestions from our clients. As enhancements are made, we offer new solutions to our clients through incremental updates.
- ❖ **Client Support:** We feel that having a satisfied customer is one of the most important aspects of being a successful company. Therefore, as questions arise we have trained staff to work with you, our client, to find solutions. We handle this process through telephone, email and dial up support.

To assure that you continue to receive these valuable services it is important to renew the software maintenance for the forthcoming term. Attached please find the quotation for renewing your Cityworks Update & Support Agreement.

As a result of ESRI's decision to not certify MapObjects in newer Windows environments, starting with the release of Cityworks 4.5, will no longer include **Call Center**. Azteca has switched current licensed Call Center users to Cityworks Anywhere. Cityworks Anywhere is an ArcEngine based deployment, which provides additional functionality; not just full support for service requests but full support of work orders and inspections too. As well, it's nearly limitless event layer management makes it a tremendous benefit to call takers. Cityworks Anywhere exposes the map and map tools via the ESRI ArcEngine Standard runtime, which organizations should license from ESRI. If you have any further questions please contact your technical support representative.

If you have any questions regarding this information, please contact this office.

Thank you,

Marianne Haslam
801-523-2751
801-523-3734 (fax)
marianne@cityworks.com



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Rapid, (SD), City
 Contract # C132207

Software	Licenses
Cityworks Desktop	5, 2 Concurrent
Cityworks Anywhere	
Cityworks ServerMMS	
Cityworks Permitting	
Storeroom	
CCTV Interface for PACP	1
Equipment Manager	
Pavement Analysis	
Doc. Management API	
Service Request API	y, 3
Metrics API	
Renewal Period	1/1/2010 to 1/1/2011
U & S Amount Due	\$10,285.00

By signing below, you are authorizing Azteca Systems, Inc. to issue an update and support invoice in the amount quoted above.

 Signature of Authorized Representative

 Date

 Name (please print)

 Title

Purchase Order #: _____

Submit invoice electronically to: (email) _____

Invoice to be addressed to: (if different than listed above)

(Please fax or mail this form back to Azteca Systems – 801-523-3734)