

Imagemaps Supports UltraCam Customers in Asia

Imagemaps, Singapore, is the first non-Microsoft calibration and support centre in the global UltraCam service network. With the addition of a Singapore calibration lab and service centre, Microsoft's UltraCam business unit is able to field calls for support 24/7 from anywhere in the world.

In the global support network, Microsoft and Imagemaps team members work together to provide a comprehensive knowledge bank and optimum response time to customers who often operate far from their home base. Depending on the time of day, customers needing support are connected to a team in Graz, Austria; Boulder, Colorado, USA; or Singapore.

Since opening its support centre in mid-2012, Imagemaps has completed 14 camera calibrations and a full range of services for customers all over the Asia Pacific region, including Japan, Australia, Vietnam and the Philippines. In addition, personnel have travelled to India, China, Australia and Myanmar to provide onsite support.

The Imagemaps high-precision calibration lab is located in the company's Singapore Science Park facility. Its 10-metre-wide calibration frame is particularly useful for working on the new UltraCam Osprey nadir/oblique camera.

Imagemaps has developed an efficient process to manage airfreight, import/export, service scheduling and spares inventory so that the cameras are returned in prime condition and with minimum downtime for the owners. The whole process involves up to six staff members across the organisation from administration, contracts, sales and support departments, said Lee Hon Chuan, service centre manager, Imagemaps.

Imagemaps invested heavily in support infrastructure and certification to attain the high standards required to be part of the global UltraCam support network, including the establishment of a precision large-format camera calibration and service centre, commented Alexander Wiechert, Microsoft business director. The team has received intense training on everything related to the UltraCam product line, such as software, camera service and calibration, installation and general user support matters, so they are well prepared to handle anything that comes along, he added.

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