

# Maptek Launches Online Users Area in 2013

Maptek, a global mining company headquartered in Australia, is launching a new customer portal to better serve more than 6,500 Vulcan users in January 2013. The online tool allows customers to track and manage their support cases, search a knowledge base of FAQs, solutions and “how-to” videos, and learn from tips and tricks. A users forum will offer a channel for commenting on and sharing information with global peers.

In addition to personal support cases, customers have access to a repository of more than 400 solution articles. Vulcan downloads will also be accessible via the portal.

Stewart Maurer, Maptek director of global marketing, said Maptek wants customers to be able to easily access information. This is something they have asked for, and it will be an essential tool in the Maptek customer service matrix, he added.

Maptek responds to more than 7,000 support cases annually, with a year-on-year 99 percent satisfaction rate. This was another motivator for the upgraded users area. Maptek wants a 100 percent satisfaction rate and will do what they can to achieve this, Stewart Maurer stated.

Access to the portal is available at no extra cost to all Vulcan users with current maintenance. Information about creating accounts will be sent by email early in the new year, along with a secure login.

Attendees at the North American Users Conference had a preview in October 2012. During 2013 the portal will be extended to users of I-Site products, with BlastLogic and Eureka to follow.

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