



Support Services

Get peace of mind—right-sized to your business





Minimize downtime with proactive monitoring and continuous optimization. Prevent issues before they impact your operations. With a single point of support, your team can focus on growth, not just problem-solving.

What our customers achieve with Support Services

“One of the key values at HERE is the strong relationship we have with Customer Success. Knowing there’s someone just a phone call away or quick to respond via email is incredibly valuable. In fact, over the past few weeks, we received feedback from our customer acknowledging improvements in our application - they were very happy with the progress.”

- Director of Product Management
Telecommunications company

- Preventive maintenance in varying support tiers according to your needs
- Steady performance and improvements with ongoing optimization
- A dedicated technical contact throughout the customer lifecycle



Essential

Includes base support plan with the following features:

- 24x7 incident management
- 8x5 technical product support
- Support portal access limited to 5 users
- Business support
- Committed response times



Advanced

Includes all Essential plan features, plus:

- 24x5 technical product support across multiple regions
- Support portal access for up to 10 users
- Enhanced business hours support
- Fast committed response times



Premium

Includes all Advanced plan features, plus:

- 24x5 technical product support across multiple regions and local languages
- Unlimited user access to support portal
- Quarterly review
- Authorized technical contact



Premium success

Includes all Premium plan features, plus:

- Premium technical product onboarding
- Designated customer success manager (CSM) providing: Success planning, Adoption planning and guidance, Value management services, Proactive support, Customer advocacy/voice of the customer

Benefits

- Proactive support that anticipates your needs before challenges arise.
- Issue prevention through continuous monitoring and optimization.
- Growth-focused mindset—not just fixing problems.
- Dedicated advocates focused on your long-term success.
- Single point of support for all your questions, requests and ideas.

Expert guidance at every step



Design

Define your business objectives and find the right solution



Implement

Build and realize the solution tailored to meet your specific needs



Operate

Efficiently operate your solution while minimizing cost and risk



Optimize

Continuously improve your solution with evolving business needs



Advisory Services

Acceleration Services

Implementation Services

Custom Mapping Services

Managed Services

Support Services

Boost innovation and differentiation – Drive co-innovation, spark new ideas and leverage HERE's deep location expertise for your competitive edge.

Design custom solutions – Solve complex location challenges with solutions designed for your business.

Develop and deploy faster – Accelerate time to value with seamless integration of HERE's products and location services into your solutions.

Reduce risk and complexity – Minimize implementation risks and identify potential issues earlier, simplifying your location solutions.

Get peace of mind – Get fast, reliable, and proactive support tailored to your business needs.

About HERE Technologies

HERE is the global leader in mapping and location technology. For 40 years, we've been powering innovation for the world's most recognizable companies: from launching our first digital map in 1985, to shaping the future of software-defined vehicles today. With the industry's freshest and richest unified map and a portfolio of products, services and solutions that serve the needs of multiple industries, HERE reveals opportunities that drive progress and unlock new possibilities for every moving vehicle. Discover more at here.com.