

## Fact Sheet: Solid Edge Maintenance

### MAXIMIZE YOUR INVESTMENT:

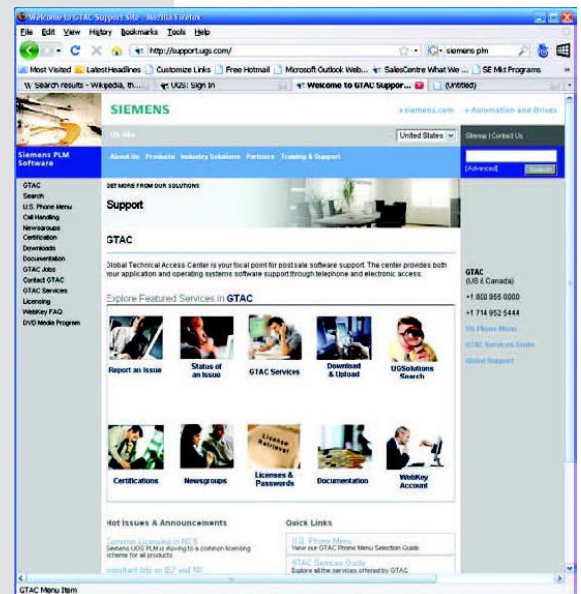
#### Stay in touch, Stay up-to-date

Your resources are precious. Dollars, time and personnel are all valuable commodities you invest in the future of your company. Solid Edge® Maintenance software allows you to protect and maximize the return on your investment – not only your financial investment in software, but also your investment in people.

With every Solid Edge purchase of Maintenance comes a four-point security program that provides you access to qualified technicians, software updates and technical publications, live and online – all there to help you to achieve high levels of productivity, with a minimum of inconvenience. At Siemens PLM Software we understand that it is your goal to design great products – not necessarily to become an expert in the software tools you design with – so we make it easy for you to stay in touch and stay up-to-date.

### Technical Software Support

With Solid Edge technical support, help is just a phone call away. Whether for major issues, or just a helpful question, the Solid Edge Global Technical Access Center (GTAC) team provides “live first call support.” This means that all calls made within normal business hours are answered directly by a trained Solid Edge Support Engineer based out of our main Solid Edge development center, not an intermediate call handler or reseller. This ensures that you will always be speaking with someone who knows Solid Edge and is able to provide our customers with the most efficient means of getting questions answered and problems resolved quickly, while freeing our resellers to focus on value-added activities.



“Solid Edge  
GTAC is  
always there  
for us.”  
*Warren Williams*  
CTS Canada

When you do call, all calls are logged through a single support center allowing our support team to establish a central knowledge base to track and take action on customer issues. No lost reports, no forgotten calls; our customers get their answers and resolutions in an efficient and expedient manner. And, while mistakes are rare, they do happen. If an error does occur in the Solid Edge software, getting a fix to you as expediently as possible is our priority. Solid Edge Updates are consistently released on a monthly basis in order to deliver software fixes and improvements as quickly as possible. Customers on maintenance agreements enjoy the benefits of the thousands of users worldwide who use Solid Edge day in and day out, consistently hardening its reliability and durability.

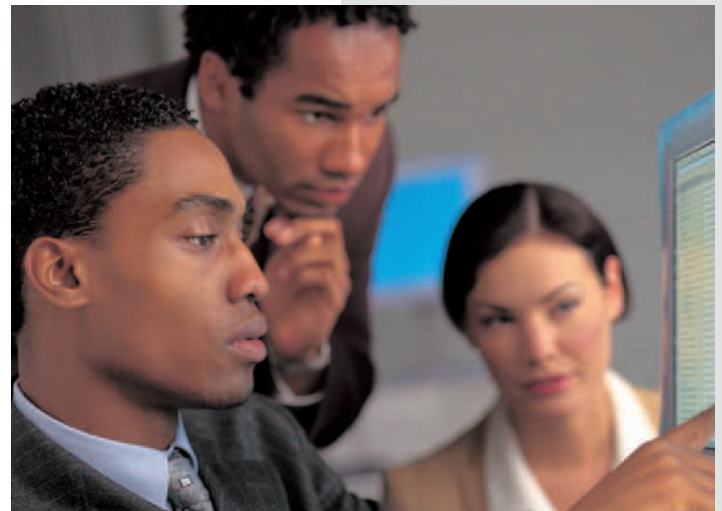
### Software Upgrades

Solid Edge has consistently been recognized as the innovation leader. With each new release, our development team strives to keep our customers on the forefront of computer aided engineering technology. Solid Edge customers on Maintenance will automatically receive all new software releases. Solid Edge has consistently delivered new product releases on approximately 6-month cycles and each release has contained significant functional upgrades. What better way to protect your investment in your people than to make sure they have the latest and greatest Solid Edge software available to them? Avoid time-consuming retraining by evolving with Solid Edge, taking advantage of incremental improvements to make sure your engineers are up-to-date and your company stays competitive.

Renew Maintenance yearly and avoid costly upgrade fees, avoid repurchasing software and avoid making disruptive technology changes, but most importantly make sure that your engineers have the best tools available to do their job. With literally hundreds of included enhancements each and every release, like Rapid Blue shape creation technology, Insight design management, systems libraries, top-down design to name a few of the more recent enhancements, Solid Edge provides maximum productivity increasing value for your maintenance dollar with each version installed.

Stay on current versions and enjoy access to new optional software modules like Mold Tooling or Insight Connect for view and markup, each of which extend the reach of your departmental capabilities. And make sure your Solid Edge software is qualified to operate on the latest hardware technology available for absolutely sizzling performance.

“We never let a customer fail.”  
*Tony Affuso*  
CEO  
Siemens PLM  
Software”



## Technical Publications and Documentation

With every new release of Solid Edge our documentation team delivers updated tutorials and release notes highlighting a “what’s new” overview of new functionality and improvements.

The GTAC Quarterly is a publication produced by the support team and is free to our customers. The quarterly publication is filled with technical tips, ideas, articles and explorations for our customers to learn from and use.

In addition to these publications the Solid Edge team will keep you up-to-date with bulletins, announcements, mailers and promotions related to Solid Edge, as news happens.

## Web Support

Prefer the convenience and flexibility of 24-hour online access? The Siemens GTAC support site is always there to help with:

- PLM Solutions Advanced Search, the 24-hour support engineer, is Siemens GTAC’s symptom/solution query database containing thousands of technical articles and providing immediate solutions to your problems. UGAnswer allows you to increase your company’s competitiveness by resolving problems faster.
- A Solid Edge specific newsgroup, where customers can exchange ideas or ask questions and get responses from the Solid Edge user community, our GTAC support

staff, developers, technical sales support and marketing.

- Web access, for uploading and downloading files with the Solid Edge support team through our FTP server.
- Online documentation, including Release Notes, README files, and technical information
- License retrieval, allowing you to obtain an electronic copy of your FLEXlm license file required to run your licensed software and to download a 7-day emergency license 7 days/week, 24 hours/day, in the event of a dongle or license server failure
- Online incident reporting and tracking. Open an incident report (IR), enter pertinent information, and electronically transfer data into our call tracking. You will be immediately notified of the IR number, your reference for that reported incident. Followup will be either by e-mail or telephone and will refer to the IR number. Then access the latest status of your IR via our QTAC tracking tool. A simple authentication scheme controls access and serves to guarantee the privacy of all customer data. All available 7 days/week, 24 hours/day. [support.ugs.com](http://support.ugs.com)

