SIEMENS

Software maintenance, enhancements and support

Protect your investment in Siemens PLM Software licenses

Benefits
- Protect your PLM investment
- Sharpen your company's competitive edge
- Resolve user issues quickly, easily and confidently
- Better able to predict IT costs
- Achieve higher productivity and increased efficiency

Features
- Always operate with the latest PLM software version
- Receive priority access to expert support

Summary
When your company adopts product lifecycle management (PLM) software you quickly realize how many opportunities there are for you to improve your company's performance. Keeping up-to-date with the latest PLM software technology is essential for maintaining your competitive edge and protecting your PLM investment. Siemens PLM Software offers maintenance, enhancements and support (ME&S) contracts across our portfolio of PLM solutions.

The benefit of upgrades covered under software maintenance includes support, functionality, process, integrations and standards improvements. By partnering with Siemens PLM Software, you can concentrate on what you do best, and rely on us to provide solutions and support for the foundation of your applications.

Staying current with software technologies and features
To make sure you have the latest PLM software versions and are able to take advantage of special services, Siemens

PLM Software offers a maintenance contract for your PLM licenses. This service allows you to optimize use of the most recent software versions for a minimal cost. As your business requirements for PLM grow, your PLM software can grow with you.

By renewing your yearly maintenance agreement, you avoid costly upgrade fees and the need to repurchase software, thereby averting disruptive technology changes. But most importantly, yearly renewal ensures that your engineers have the best tools and support available to do their jobs.

Software maintenance and support
Lock in up-to-date technology and excellent support

Siemens PLM Software maintenance and support contracts include these services:

- Free automatic delivery of current versions
- Priority access to technical support
- Online access to the Global Technical Access Center (GTAC)

www.siemens.com/plm

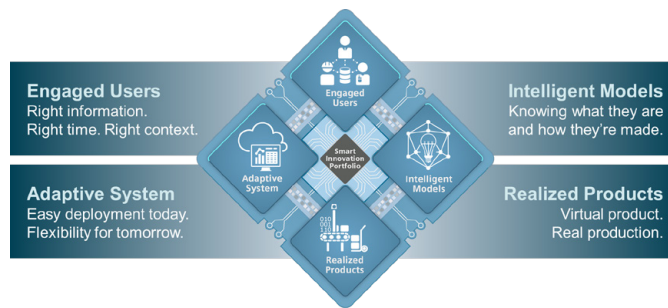# Software maintenance, enhancements and support

Get assistance quickly when you need it
It's easy to forget how essential technical support services are until you are up against a project deadline and require immediate technical assistance. A software supplier with trained experts who are ready to assist you can help you save significant time and wasted iterations trying to solve problems or find the best solutions to support the work process. Think of all the wasted productivity and missed deadlines that could occur if you don't have a maintenance contract. There is a risk that if you have a serious problem, you won't be able to get help in a timely manner.

Siemens PLM Software maintenance, enhancements and support contracts offer priority telephone and online access to Siemens PLM Software's Global Technical Access Center. The GTAC support staff has the knowledge and skills to understand, investigate and resolve problems quickly and efficiently. Phone-based support includes problem escalation, management visibility and the input process for reporting software errors and enhancement requests.

The GTAC web-based technical support tools allow you instant access to problem reporting, a symptom/solution database for frequently asked questions (FAQs), tips, techniques and software error listings. You can track the progress of open issues, download software and upload data, participate in user community discussion boards and access certification information about software and hardware configurations. In addition, we provide email subscription services for support bulletins and other critical technical information, as well as access to technical newsletter articles with useful tips.

- Report issues, track status and post updates

- Download patches, drivers, full releases, newsletters and other information

- Solution Center, which provides 24-hour technical support, is a symptom/solution information query database with thousands of technical articles and immediate solutions to your problems.

Engaged Users
Right information.
Right time. Right context.

Intelligent Models
Knowing what they are and how they're made.

Adaptive System
Easy deployment today.
Flexibility for tomorrow.

Realized Products
Virtual product.
Real production.

Engaged Users · Smart Innovation Portfolio · Adaptive System · Intelligent Models · Realized Products

Solution Center increases your company's productivity by enabling you to resolve problems faster

- A web-based community forum gives you access to specific interest groups, enabling you to exchange ideas, ask questions and get responses from the user community, Siemens PLM Software support staff, developers, technical sales support and marketing

- Online documentation provides release notes, README files and technical information and documents

- License management provides an electronic copy of your FLEXlm license file that is required to run your licensed software and download a seven-day emergency license 24x7 in the event of a dongle or license server failure

For more information, visit www.siemens.com/gtac