Premium Support Services

Expanded services that augment Siemens PLM Software support plans

**Benefits**
- Dedicated support resources that enhance your support plan
- Single point of management and oversight for all support issues
- Faster resolution through in-depth knowledge of your environment and goals
- Increased productivity by reducing invested effort and time on troubleshooting
- Enable your teams to achieve project goals with minimal disruption

**Summary**
Siemens PLM Software Premium Support Services provide expanded services that enhance our customer support plans. They provide flexibility for customers who need dedicated resources to manage their support requests. They are also ideal for customers who want a more personalized support service, or who need dedicated technical resources familiar with their environment.

Premium Support has two options that can be deployed across all Siemens PLM Software solutions; they can be used separately or alongside each other:
- Customer success manager (CSM)
- Dedicated support engineer (DSE)

**Customer success manager**
A CSM is an experienced support manager who acts as a single point-of-contact and advocates and orchestrates support activities across a customer organization.

**The CSM role**
- Proactively reviews/analyzes support needs across product portfolio
- Manages escalations and prioritizes issues
- Provides regular status updates to key stakeholders
- Addresses bottlenecks in issue resolution
- Analyzes the dependencies of issues to ensure correct severity classification
- Acts as a liaison between customer and product engineering

**CSM deliverables**
**Weekly Support Review and Reports**
- Priority alignment,
- Escalation review,
- Maintenance alignment
- Address customer roadblocks
**Quarterly stakeholder review**
- QoS - Quality of Support review,
- Performance metric and KPIs,
- Customer Request Overview,
- Customer feedback

**Enhanced PR escalations process (Customer Care)**
- Prioritized fix development of issues with business urgency

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Dedicated support engineer
The DSE is a specialist support engineer dedicated to the technical resolution of incidents through in depth knowledge of the customer environment. DSEs are experts in the installed software products and are familiar with their system configuration, use and project situations.

The DSE role
• Proactively supports the customer to maximize product use
• Dedicated to provide product expertise and accelerated IR resolution
• Advocates for PR resolution and desired functionality
• Validates the resolution of IRs
• Advises on product compatibility, upgrade and patches
• Advises on recommended services and training that will improve productivity

DSE deliverables
Speed up IR resolution
• Faster understanding of root cause
• Faster understanding of impacted functions

Product recommendations
• Proactively notify customer on existing or future releases that are impactful to their configuration
• High level product topology documentation
• To identify product compatibility dependencies

On-demand Product assistance
• Product/Configuration Questions Answered
• Fix validations assistance

Enhanced PR escalation process (Customer Care)
• Prioritized fix development of issues with business urgency

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