

Support plans

Increasing efficiencies and providing a more productive work environment

Benefits

- Improve efficiency and realize productivity gains in your work environment
- Reduce downtime with continuous improvement in stability and usability
- Reduce avoidable costs with regular maintenance and proactive support

Summary

A Siemens PLM Software support plan is essential for getting the maximum value out of our solutions. With a support plan, you can increase efficiencies and realize a more productive work environment reducing downtime and avoidable costs by making continuous improvements to stability and usability. It also enables you to better focus on regular maintenance and proactive support.

With three support plans to choose from – Standard, Premier (Silver) and Premier Plus (Gold) – you can select a package that most effectively meets your organization's needs.

Support plans

Standard support plan

The Standard support plan is the prerequisite and includes all basic-level support:

- Solution center knowledge base
- Documentation
- Data download/upload
- License management
- Hardware or software certification
- Phone support
- Web-based incident reporting

	Support plans			
	Standard	Premier (Silver)	Premier Plus (Gold)	
Basic ME&S contract (required)	✓	✓	✓	8x5 issue logging, support center, community access, software downloads, documentation, license management
Severity response commitments		Fast	Faster	SLAs, response times may vary by product
Support cloud environment		✓	✓	OOTB product environment
Customer care issue management		✓	✓	Defined escalation support for urgent issues
24x5 support		✓	✓	Continuous support for critical issues on weekdays
24x7 support			✓	Continuous support for critical issues all week
Go-live support over weekends			✓	Technical support center over a weekend to escalate all upgrade blocking issues

Support plan

Premier support plan

The Premier support plan includes all the benefits of Standard support and provides additional value-added services such as:

- 24x5 support coverage
- Faster severity response commitments
- Support collaboration environment
- Customer care issue management

The 24x5 support coverage is designed for customers that need extended support for critical issues to maximize productivity around the clock during weekdays.

A support collaboration environment is an out-of-the-box (OOTB) product cloud environment, which is available on request for working support issues.

Customer care issue management ensures that issues tagged as business urgent are assigned to a senior support representative, who oversees the issue. This designated resource works with the customer to define a communication plan and keep the customer updated until the issue is resolved.

Premier Plus support plan

The Premier Plus support plan extends support time and focuses on sustaining your 24x7 operations. Premier Plus includes all Standard and Premier support services, plus:

- 24x7 support coverage
- Fastest severity response commitments
- Weekend upgrade go-live support

The 24x7 support coverage is designed for customers who require uninterrupted support for critical issues by a dedicated team, including weekend requests.

Weekend upgrade go-live support is designed for customers who need special support during software rollouts or upgrade projects to confirm that technical or software issues can be quickly addressed or escalated. You can plan two rollout projects per year; all go-live blocking issues are escalated automatically.



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