Tecnomatix maintenance, enhancements and support

SIEMENS
Ingenuity for life

Maximize the value of your Siemens Digital Industries Software investment

Benefits

- Fully leverage the value of our products

- Stay updated with ongoing product innovations and enhancements with access to major releases and updates

- Increase your teams' productivity by working with the highest quality, most current versions available

- Provide flexible access to technical support resources that enable you to get your answers in the manner that is most convenient for you

- Deliver comprehensive online support resources that are personalized to the products you are most interested in allowing you to find your answer quickly

- Tailor maintenance contracts for special needs with extended support plans and expanded services

Summary

Siemens Digital Industries Software spans the technologies and functions that drive your company's digital manufacturing processes: from inception to production, delivery and throughout the operational lifecycle. It's a critical component to your team's – and company's – success. Maximizing that investment with a maintenance contract is essential to ensure that your teams are working with the latest product features and functionality, plus have quick access to comprehensive, personalized support resources and highly skilled, responsive support engineers.

In today's digital enterprise, with compressed schedules and fierce competition, time-to-market is critical. When faced with a tight deadline, the last thing you need is to discover that your software version doesn't have a new key feature, or that you can't get technical support for a problem you can't resolve. Disruptive scenarios like these can be averted with a maintenance contract and annual renewal.
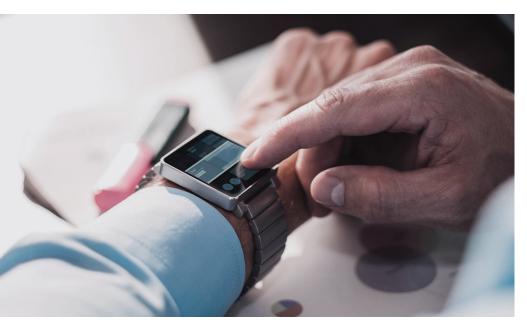
A maintenance contract provides you with:

- **Major software releases with new features and functions** – New releases provide the latest features and most productive tools to best manage the product lifecycle. Major releases include significant new functionality, customer-driven enhancements and ground-breaking technology. Major releases can include significant changes in data architecture to take advantage of new technology

- **Update releases** – Updates are made available as needed between major software releases and provide software improvements as quickly as possible. Update releases do not include changes in data architecture

  These releases keep your teams updated with ongoing product innovations and refinements, and help increase their productivity by using the most up-to-date functionality.

- **Expert technical support resources available how and when you need it** – Technical support is available either through our comprehensive, personalized online support site, or by direct contact with a support engineer. So whether you prefer the speed and access of self-service, or have a more complex issue, we give you the flexibility to get answers in the manner that is most convenient for you

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Additional support options and services

Our maintenance contract offers comprehensive features to keep your teams at their most productive. But in some cases, additional support is needed (special restrictions apply).

For these situations, our maintenance contracts can be extended with special support plans and optional expanded services. These options can be purchased together or separately, allowing flexibility in delivering resources and services to meet your unique requirements.

- **Support plans** – For increased efficiencies and a more productive work environment, our Silver and Gold plans offer extended support hours, increased response commitments and other features that can be tailored to your needs

- **Premium Support Services** – These expanded services deliver a personalized and focused approach. A resource to orchestrate and coordinate complex support management activities across your organization or a technical specialist with in-depth knowledge of your products and environment to address and resolve technical issues can enhance your support plan

Our online support site offers anytime, anywhere access so you can find your answer quickly. Whether you need to search the knowledge-base, troubleshoot technical issues, download software and licenses, access documentation, or manage your support cases – our support site provides a personalized and customized experience with instant accessibility.

Phone-based support is also available. Our global network of highly skilled support engineers possess detailed knowledge of our products built over years of experience and industry practice. This expertise enables them to quickly understand, investigate and resolve your questions.

- **Regular technical communications** to notify you about the latest knowledge-base articles and product announcements tailored to your products or topics of interest. We offer several email communications to help keep you informed about the latest technical content and special opportunities focused on the products you use. It's another way to keep you up-to-date and productive

- **Support forums** are available where you can ask, learn, share and connect with thousands of other users from around the world. These popular forums provide another way to expand your product and industry knowledge by getting first hand insight from highly experienced users and our technical staff. Plus, it gives you an opportunity to share your expertise with others

- **Submit product enhancement ideas** that can be voted on by other customers and reviewed by our technical staff to help ensure our products continue to meet your needs. We actively encourage our customers to submit product enhancement ideas, many of which become important additions to new releases and enhancements

What's new?
Tecnomatix

More information about support offer
Premium support services

Support plans

Other links
Support center helpful videos

Online support site

E-mail subscription and distribution services

Siemens Community blog

Siemens Digital Industries Software
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Americas +1 314 264 8499
Europe +44 (0) 1276 413200
Asia-Pacific +852 2230 3333