

Solid Edge maintenance, enhancements and support

Maximize the value of your Siemens Digital Industries Software investment

Benefits

- Lower software upgrade costs for major new releases
- Timely updates of software enhancements
- Technical support available from product experts 24/7

Overview

Achieve continuous value and derive the maximum value from your investment in Solid Edge software by harnessing the power of maintenance, enhancements and support (ME&S). Solid Edge® software maintenance allows you to protect and maximize the return on your investment.

The Solid Edge ME&S contract includes regular software updates, access to problem resolution tools, and lower software upgrade costs.

Major releases of software with new features, functions and enhancements

With each new release of Solid Edge, our development team strives to keep you in the forefront of product lifecycle management (PLM) technology. Our maintenance customers automatically receive all new software releases, and every version is filled with customer-driven enhancements.

Take advantage of incremental improvements to make sure your engineers are up-to-date and your company stays competitive. Solid Edge updates provide maximum productivity, increasing the value of your maintenance dollar with each version installed.

Point releases of software with corrections and limited new features

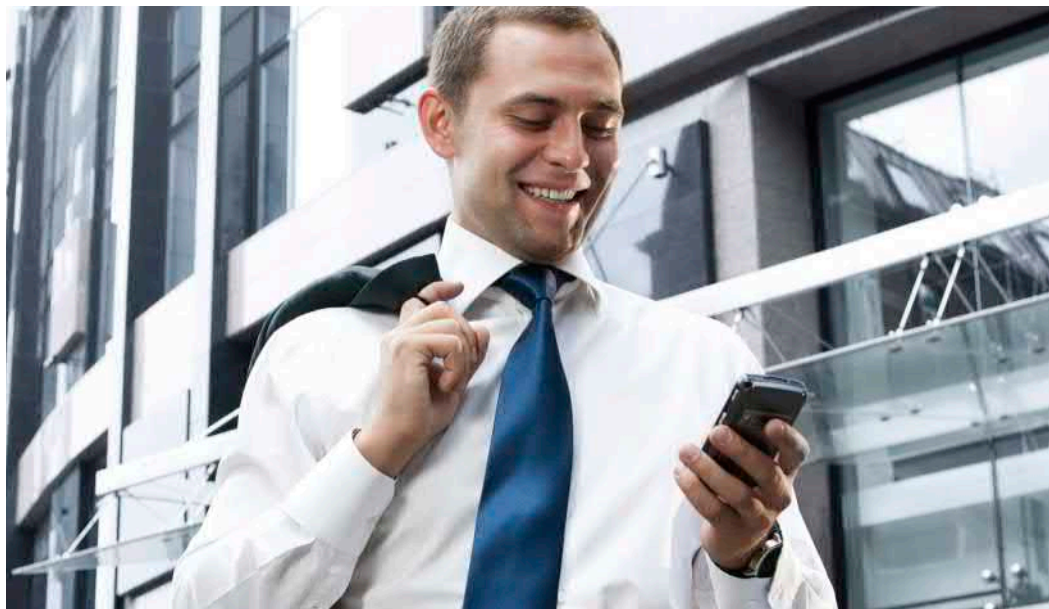
Active maintenance agreements ensure that you will have access to the latest software maintenance packs. Updates are released on a monthly basis in order to deliver software improvements as quickly as possible. A simple download is all that is required to ensure the latest updates are installed.

solidedge.siemens.com

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Features

- Major and point releases of software with new features, functions and corrections downloaded from Siemens Support Center
- Prompt and effective telephone support via your Solution Partner
- Web-based direct technical support resources and documentation via Support Center
- Access to online knowledge base and forum for tips, tricks and solutions via our Support Center



Prompt and effective technical support

Siemens authorized partners provide the first line of support locally to ensure effective product implementation and on-going use of Solid Edge. Your partner will ensure that your support needs are addressed in a transparent and timely manner.

The Siemens support site has a symptom/solution knowledge base called Support Center that contains frequently asked questions, technical tips, reported problems and software error listings, newsletter articles and software field bulletins. This provides valuable support resources immediately.

You can track the progress of your open issues uploaded by your partner, download and upload files, participate in user community discussion boards and access certification information about software and hardware configurations. In addition, support bulletins provide critical technical information.

With every new release, our documentation team delivers updated tutorials and release notes highlighting an

overview of new functionality and improvements, and they are posted to the documentation section of our support center website. You can also access the license management tools that provide an electronic copy of your license file and enable you to download a seven-day emergency license in the event of a license server or dongle failure.

Enhance your productivity by working with your channel partner and the many tools and support services they have to offer.

For more information, visit www.solidedge.siemens.com

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