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Siemens PLM Software



GTAC Services

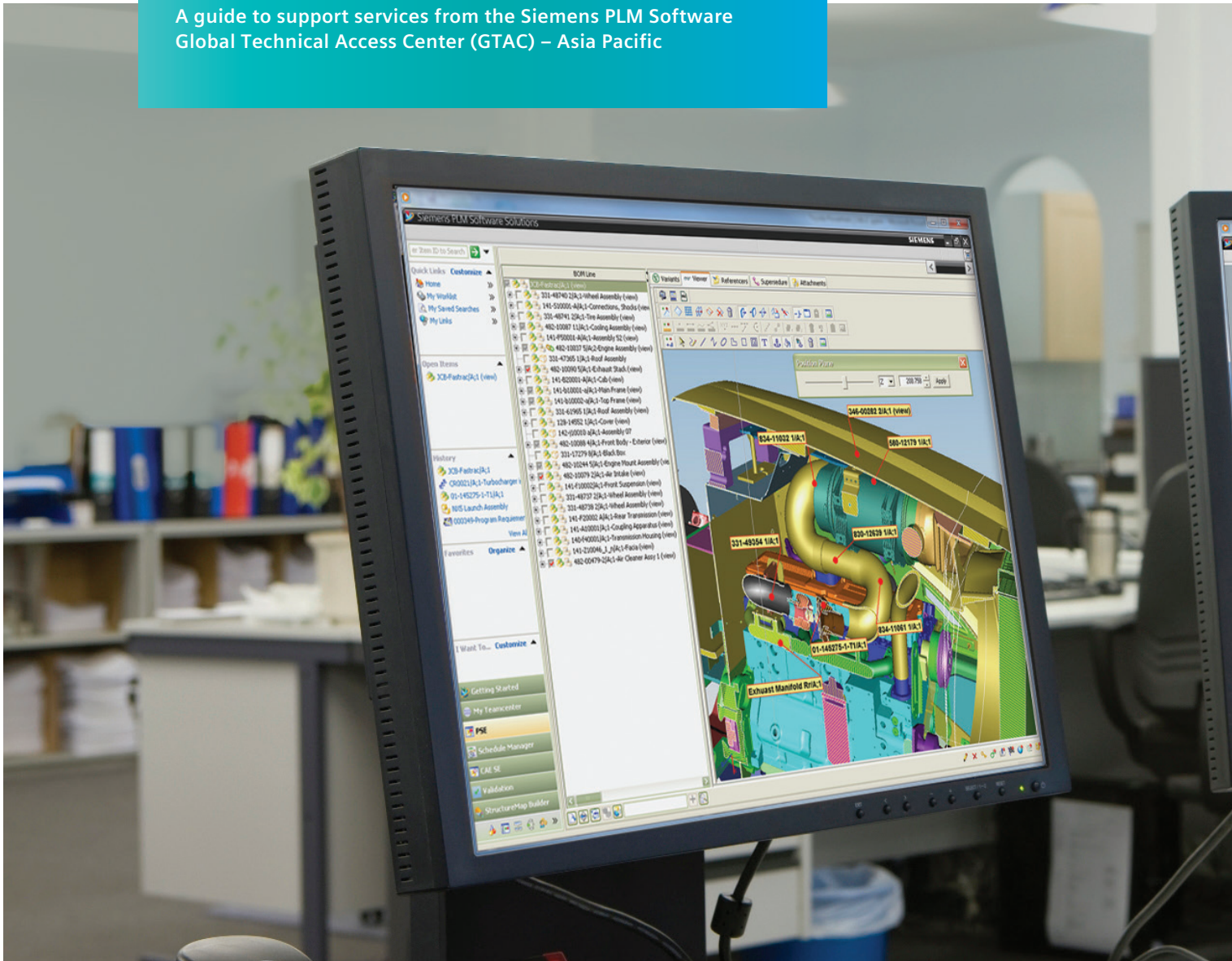
A guide to support services from
the Global Technical Access
Center (GTAC) – Asia Pacific



[siemens.com/gtac](https://www.siemens.com/gtac)

GTAC Services – Asia Pacific

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The value of software maintenance, enhancements and support

Welcome to the Siemens PLM Software family of productive users! Siemens PLM Software's solutions represent a unified approach to extended enterprise collaboration that enables all participants in your product life-cycle to work in concert as you bring products to market and support your customer base.

Software maintenance, enhancements and support are essential for your successful utilization of Siemens PLM Software solutions. When you purchase maintenance, you are entitled to the following components to ensure that you maximize your effective use of our software.

Major releases of software with new features, functions, and software corrections

New releases provide the latest and most productive tools and technology to improve your product development process. Every major release includes significant new features and corrections for software errors found in earlier releases. Major releases can include significant changes in data architecture to take advantage of new technology.

Point releases of software with software corrections and limited new features

Point releases, made available as needed between major releases, provide you with timely corrections for software bugs, plus enhancements to existing features, and sometimes even new features. Point releases do not include changes in data architecture. We normally only offer this for the current release and preceding major release. Maintenance of releases older than that can only be offered through Premium Extended Maintenance at a surcharge.

Prompt and effective telephone-based technical support

Your calls are routed directly to technical support engineers who have the knowledge and skills to understand, investigate, and resolve problems quickly. Phone-based support includes problem escalation, management visibility and the input process for reporting software errors and enhancement requests.



Web-based technical support

Our customer support web pages provide instant access to problem reporting, a symptom/solution database for FAQs, tips, techniques, and software error listings. They also enable you to track progress on open issues, download and upload files, participate in news groups and access certification information about software and hardware configurations. In addition, our web pages provide e-mail subscription services for support bulletins and other critical technical information, as well as access to a technical newsletter with useful tips and techniques.

Our support team, the Global Technical Access Center (GTAC) – Asia Pacific, has the following mission: To increase our customer's productive use of our software by providing responsive and specialized support. Your software maintenance payment and our commitment to you – our customer – drives this overarching value.

GTAC – Asia Pacific value proposition

The value of GTAC technical support services to the –

End user is:

- Having all support requirements satisfied by product experts through a single access number
- Working with GTAC support agents who are closely involved with the product lifecycle and take ownership of the problem until it is resolved
- Leveraging a full range of problem resolution tools and services
- Leveraging electronic services on a 24 x 7 basis with unlimited usage including:

Newsgroups and conferencing

Incident reporting and status

A symptom/solution knowledge database for information queries

Reporting of errors or requests for enhancements from within many of our products

Technical newsletter articles

Software Field Bulletins (SFBs)

Online documentation

Patches and software releases available for downloads

E-mail subscription of technical information as it becomes available

A server for data downloads and uploads

License file retrieval and emergency license generation

Access to all electronic tools and services via a WebKey account



Manager is:

- Reducing the distraction and the time consumed with unassisted problem diagnosis and resolution
- Engaging in a more productive work environment resulting in increased efficiency
- Receiving software updates and maintenance releases as part of the standard maintenance service contract
- Automatic call tracking and escalation procedures for all incidents or problems reported

Executive manager is:

- Gaining profit margin resulting from increased productivity and efficiency
- Experiencing product quality and delivery times that exceed expectations
- Working with a single vendor who can facilitate every support requirement and administer it with a simplified contract

Support services overview



GTAC is your focal point for post installation software support. GTAC is organized into specialized teams that support specific product disciplines. Using this service, your call will be logged, traced and followed until resolved. In some instances, the solution to your problem or answer to your question may already exist and can be readily provided.

Telephone support

When you call your country local support number Monday – Friday 9:00 am – 5:30 pm, your call is answered by our local support agent directly. And when you call our Pune Support Center, your call is answered by automated attendant. You will be asked to select a support option. At that point, you can select the option that corresponds to your specific need. An incident report or IR will be opened for you to record and track your request. Keep this number for your records and later reference if the issue is not immediately resolved.

If you use a Channel Partner, contact your Partner and ask about the process to follow for getting support. Refer to the list of global support telephone numbers for the support number in your area.

Language option

In telephone support, we provide two language options for you to choose. You can select either English or your local country language. If you select local language, the call will be directly handled by our local support agents. If you select the English option, the call will be routed to our Pune Support Center, and then the system will ask you to select the product and redirect you to an appropriate product support agent.

Product selection option

If you use the Pune Support Center directly, the system will ask you to select which product you require support for. After you have selected, it will route the call to the related support group. The engineer who takes the call is dedicated to your selected product.

Web support option

For all direct customers, we provide a call management web service called QTAC. Select the Create or Update IR (incident report) option from our GTAC support page to create, search or update incident reports. All reported issues will be handled by our local support agents, with the global support team as backup if necessary. You can track the reported issue status at any time through the call management system. If you use a Channel Partner, your Channel Partner will submit an incident report on your behalf if they are unable to resolve the issue.

Pune Support Center – India



A new Asia Pacific Support Center has been established in Pune, India.

The Pune Support Center provides a dedicated support service to our Asia Pacific customers offering the following benefits:

Time zone

As the Asia Pacific Support Center is located in India, it is in same time zone as Asia. We have also extended the Pune Support Center service time to cover countries including Japan and Australia. This ensures when your issue is submitted the Pune Support Center can take your call or incident report and handle it immediately.

Dedicated support

A dedicated support team is located in the Pune Support Center. The team focuses on their assigned product and support role with the support engineer handling and following up your issue from start to resolution.

Closer to product development

Part of our global product development team is located in the Pune facility. For certain issues, the support engineer can work directly with the development team significantly reducing the problem resolution time.

Expandable for customer growth

For the expected long-term company growth and our customers' extended use of our PLM applications, additional support resource will be required. Pune Support Center is able to expand to accommodate future company and customer growth and the increased demand for support.

Hardware and infrastructure

A considerable investment has been made in hardware and related infrastructure for the Pune Support Center. A comprehensive number of supported platforms can be simulated helping to reduce the time to identify issues.

Asia Pacific unique functions



Local language support

We provide multiple local language support including English, Japanese, Mandarin and Korean. You can use your familiar language to raise your question and the local support engineer will directly respond to your call. The local support engineer will help you to communicate to our overseas support agents thus reducing any language barriers and encouraging maximum utilization of our support service.

Support account management (SAM)

A Support Account Manager is assigned to each country to focus on customer care. The Support Account Manager will take care of all customer concerns or issues that cannot be supported in the usual support process. They will be able to understand the customer's actual situation and help escalate issues if necessary to the related area.

Customer survey program

To further understand customer satisfaction of our daily support, we execute a customer survey program in Asia Pacific to directly collect feedback from the user level. After an incident report is closed, you will receive a survey invitation e-mail.

Therefore, you can provide feedback based on a particular issue. At the same time, based on the feedback, GTAC management can take actions immediately. We can continue to improve our support service daily.

Technical knowledge sharing

Our local team handles and solves all Asian customer reported issues. Certain issues are specific to Asian customers and local technical knowledge is shared among the countries' support engineers. This then improves the problem solving efficiency and technical knowledge of the local support engineer.

Phone network and call management system

Enhanced phone network and call management system to fit local support plus Pune Support Center configuration. All calls are based on the customers' selection to route to the appropriate support engineer.

Partner management

GTAC – The Asia Pacific team provides a strong backup for all countries local Channel Partners. Customers who receive their support through our partners can be assured they have the backup of our Asian and global support.

One-stop electronic support shop

This section describes the support services and tools available on our GTAC support site. You will need a WebKey account to access these services.

Solution Center

We provide a knowledge base information query service where the accumulated knowledge of the GTAC support staff is available on-line, 24 hours a day. Many of its articles are based on problems or questions submitted by our customers. It is updated with new articles and current technical information daily.

Software field bulletins (SFBs)

The SFB provides technical tips, updates, workarounds, and vendor hardware and software release certifications. These technical information bulletins are available through the Solution Center knowledge base search engine and the SFBMAIL Electronic Distribution List.

Problem report (PR) status

Incident reports (IRs) that uncover software errors are converted into problem reports (PRs) and sent to development for correction. Initially, we provide the customer who reported the problem with an email confirmation notice. Subsequently, we notify the customer when the problem has been fixed or resolved.

Call tracking

To facilitate on-line call status, we provide a web-based call handling tool called QTAC (Query the Technical Access Center). This tool enables customers to view the latest status of their reported issues. A simple authentication scheme controls access and guarantees the privacy of all customer data.

Download and upload files

From our web page, you have the option to download or upload files using a secure protocol. You can quickly send us your data when you need us to analyze problems. You can also download programs, full releases, maintenance releases, patches, drivers, documentation, bulletins and other information using a secure protocol. All you need is a WebKey account to gain access.

Certification information

We provide a guide to the currently supported revisions of operating systems and associated vendor software products, graphics and related hardware products. You will find current and previously certified systems and configuration information for all of our offered products.

Documentation

You can access on-line documents including release notes, user guides, installation guides, README files, deployment guides, tutorials, other product guides and technical information.

Electronic call entry

This call handling tool enables you to electronically log support calls with GTAC via the web. You will be immediately assigned an IR number, which you can use to reference that incident report. If you are supported by a Channel Partner, you need to contact your Channel Partner to inquire about the support process. Often your Partner can log an IR for you.



Newsgroups and conferencing

An electronic forum for exchanging information relating to our product lines is available. To help you use the products more effectively, you can exchange ideas or ask questions and get responses from other users, our GTAC support staff, developers, technical sales support, marketing or the user community.

License retrieval and emergency licenses

You can use these tools to obtain an electronic copy of your license file as needed to run your licensed software. You can also request an emergency license file valid for 7 days on any machine if your situation requires it.



Handling customer data



Siemens PLM Software will not allow non-U.S. citizens or non-green card holders to view the customer supplied data without written permission from the customer.

How Siemens PLM Software handles and protects your data

Data is often required to diagnose customer usage problems or to duplicate a problem that may be a potential software defect. In these situations, we ask you to electronically send us the part file and any other associated files containing useful information, such as syslog files or macros. We ask you to transfer these files using a secure protocol to the GTAC directory on our upload and download server. You will need to have a WebKey account to access these tools.

Siemens PLM Software takes receipt and control of these files and your data very seriously and has a set of procedures in place that control who is authorized to view the supplied data. The Siemens PLM Software Export Compliance Procedures have been designed to fully comply with the United States Export Administration Regulations (EAR). We treat all customer data as export sensitive until it is specifically identified by the customer and an Export Compliance Control Number (ECCN) issued.

Data covered by International Traffic in Arms Regulations (ITAR) cannot be copied from the secure storage directory. Accordingly, only a Siemens PLM Software employee who is a U.S. citizen or permanent resident is permitted access to this data. While this protective measure makes for an ITAR compliant process, it relies on the customer to responsibly classify their data.

When a non-U.S. citizen or non-green card holder requests access to the customer data for the purpose of investigating a problem or solution, Siemens PLM Software sends a request to the contact person or customer who reported the issue or owns the data. The request consists of an explanatory letter and a form to be filled out by the customer or data owner and returned to Siemens PLM Software. This form is known as the Export Control Classification Number (ECCN) form. It is sent via e-mail in PDF format. The sender is identified as gtac_ec.

E-mail subscription lists



Newsletter

Notification and links to all new technical newsletter articles submitted within the last month by our global support staff. Just click on the link in the message to display the article(s) of interest in your web browser.

SFBMAIL

All software field bulletins (SFBs) are distributed as soon as they are posted in the Solution Center database. You will have the option to filter or select topics of interest thereby controlling the amount of information you receive.

Summary

A weekly summary list containing the document ID and a short description of new Solution Center articles and a monthly summary of new SFBs. You can click on any article title listed in the SUMMARY report and your web browser will activate and bring up the contents of that article from our Solution Center knowledge database.

To initiate your subscription to any or all of these 3 mailing lists, go to our support page under Featured Services and access our web interface to the mailing list utility. You will need a WebKey account to access the web interface.

Or you can subscribe to the mailing lists by sending an e-mail message to the addresses shown below. You will need to send a separate message for each list. The message and subject line should be blank.

- newsletter-subscribe.plm@siemens.com
- sfbmail-subscribe.plm@siemens.com
- summary-subscribe.plm@siemens.com

To remove yourself from any list, you can go to our support page under Featured Services and access the web interface or send the following e-mail messages:

- newsletter-unsubscribe.plm@siemens.com
- sfbmail-unsubscribe.plm@siemens.com
- summary-unsubscribe.plm@siemens.com

Our e-mail subscription service keeps you informed of pertinent technical and training information automatically and in a timely manner. There are currently three electronic mail distributions available that are regularly updated and sent to all subscribers.

WebKey accounts



What is a WebKey account and why is it important?

A WebKey account is a custom account that will give you access to GTAC web tools and services including:

- License file retrieval
- Emergency license file request
- E-mail subscription lists
- Downloads of software and patches
- Certification information for our products
- Solution Center – our searchable symptom/solution information query database
- Electronic call handling
- Documentation

How can I obtain a WebKey account?

Your WebKey account is your personal, single point of authentication that will allow access to product information and associated support tools. To request a WebKey account, select the WebKey link on the GTAC support page or select the option to “Create account” from any WebKey login page.

Once you have your account, you will only need to enter it once per browser session.

Where can I download full releases of software?

Full downloads of our products are available to you via the download server. This server supports and uses a secure protocol. Anonymous FTP is not supported. You must have a WebKey account to access this system. Maintenance releases, patches, service packs, updates, and other files are also available to download.

Who do I contact for help with my WebKey account?

If you encounter problems with the creation or use of your WebKey account, call your local office for help.

Support telephone numbers

ASEAN

+65 6843 1073

AUSTRALIA:

1800 636 471

CHINA

800 810 1970* or +86 21 22086635

* toll free for China land line only

HONG KONG

+852 2230 3322

INDIA

1800 102 4822 or +91 20 4028 2100

JAPAN

+81 3 5354 5311 or 0120 666 388

(Toll free in Japan only)

KOREA

+82 2 559 5854

NEW ZEALAND

+91 20 4028 2100

TAIWAN

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About Siemens PLM Software

Siemens PLM Software, a business unit of the Siemens Digital Factory Division, is a leading global provider of software solutions to drive the digital transformation of industry, creating new opportunities for manufacturers to realize innovation. With headquarters in Plano, Texas, and over 140,000 customers worldwide, Siemens PLM Software works with companies of all sizes to transform the way ideas come to life, the way products are realized, and the way products and assets in operation are used and understood. For more information on Siemens PLM Software products and services, visit www.siemens.com/plm.

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