



**SIEMENS**

Siemens PLM Software

# Solid Edge Maintenance

Design better.

## Maximize your investment: stay in touch, stay up-to-date

Your resources are precious. Dollars, time and people are all valuable investments that shape the future of your company. Solid Edge® software maintenance allows you to protect and maximize the return on your investment – not only your financial investment in software, but also your investment in people.

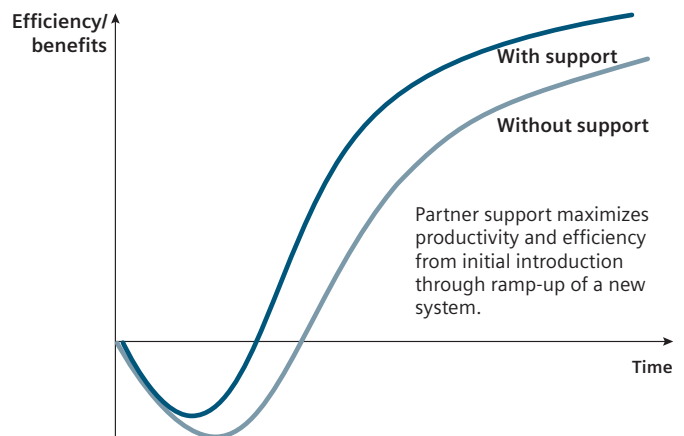
The purchase of a Solid Edge Maintenance contract results in several important benefits. You have access to qualified technicians, software updates and technical publications, live and online – all there to help you to achieve high levels of productivity, with a minimum of inconvenience. We understand that it is your goal to design great products – our goal is to make sure you can.

### Technical software support

As you work with your Channel Partner, you can access the latest updates and verify the status of individual inquiries.

Working with your Channel Partner offers the advantage of local and timely support around the globe, wherever you

## The learning curve of Solid Edge



# Solid Edge Maintenance



may be. Solid Edge Channel Partners are certified to provide local technical support and enter incident reports (IRs) for customers, bridging the gap between time zones, languages and cultures to facilitate reporting and tracking.

Solid Edge customers with active maintenance contracts also have access to the latest software maintenance packs. These updates are consistently released on a monthly basis in order to deliver software improvements as quickly as possible. A simple download is generally all it takes to ensure the latest updates are installed.

## Software upgrades

Solid Edge has consistently been recognized as the innovation leader. With each new release of Solid Edge, our development team strives to keep our customers on the forefront of computer aided engineering technology.

Solid Edge customers on maintenance will automatically receive all new software releases. Every new version of Solid Edge is filled with customer-driven enhancements

and ground breaking and award winning new technology.

What better way to protect the investment in your people than to make sure they have the latest and greatest Solid Edge software available to them? Avoid time-consuming problems by evolving with Solid Edge, taking advantage of incremental improvements to make sure your engineers are up-to-date and your company stays competitive.

By renewing your yearly maintenance agreement, you avoid costly upgrade fees and the need to repurchase software—thereby averting disruptive technology changes. But most importantly, yearly renewal ensures that your engineers have the best tools available to do their jobs. Historically including over one thousand enhancements in each and every release—like synchronous technology, systems libraries and top-down design—Solid Edge provides maximum productivity, increasing the value of your maintenance dollar with each version installed.



And you can broaden your investment with add-on modules such as Simulation and Solid Edge SP – talk to your Channel Partner for more information.

### Technical publications and documentation

With every new release of Solid Edge, our documentation team delivers updated tutorials and release notes highlighting a “what’s new” overview of new functionality and improvements.

To further promote your productivity, your Channel Partner can grant you access to several online learning and support tools; here are some resources available to those with a maintenance contract:

- *Solutions Center*, the 24-hour support engineer, is a Symptom/Solution Information query database with thousands of technical articles and immediate solutions to your problems. Solutions Center increases your company’s competitiveness by resolving problems faster.
- *Web-based forums* gives you access to Solid Edge-specific newsgroups, enabling you to exchange ideas, or ask questions and get responses from the Solid Edge user community, our GTAC support staff, developers, technical sales support and marketing.
- *Documentation* provides release notes, README files and technical information.
- *License management* provides an electronic copy of your FLEXlm license file, which is required to run your licensed software and to download a 7-day emergency license 7 days/week, 24 hours/day, in the event of a dongle or license server failure.



Contact  
 Siemens PLM Software  
 Americas +1 314 264 8287  
 Europe +44 (0) 1276 413200  
 Asia-Pacific +852 2230 3308

[www.siemens.com/plm](http://www.siemens.com/plm)

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