

Give your design team the tools and resources they need to work faster and smarter. As a SolidWorks Subscription Service Program member, you receive automatic upgrades to the latest versions of SolidWorks software, live technical support from Solid Solutions Management, as well as requested software enhancements. You also gain access to the SolidWorks Customer Portal - a web-based hub for all of your SolidWorks software products and resources. The SolidWorks Subscription Service Program lets you stay focused on what matters most - transforming your product development into business success.

Technical Support Services*

Live technical support from Solid Solutions Management includes **telephone, e-mail** and **web-based** assistance with product features, menu commands, installation issues and troubleshooting.

New Software Releases & Upgrades

Receive the latest SolidWorks software to improve your performance and productivity. Leverage innovative tools and leading-edge techniques to create designs faster and more accurately. Stay current with Service Pack upgrades of SolidWorks software. These enhancements address important issues reported by the SolidWorks community.

Webcast Wednesday (FREE SolidWorks Training)

Every Wednesday, Solid Solutions Management run two 1 hour Webcast sessions (11am and 3pm), aimed at improving your knowledge, efficiency and understanding of SolidWorks. Webcasts offer you a convenient and efficient way of learning from our technical experts from the comfort of your own desk.

Solid Solutions TV

Solid Solutions TV is a website dedicated to help our customers develop their SolidWorks Skills. The aim of this site is to increase user efficiency and to raise awareness of the strength and depth of SolidWorks. At Solid Solutions TV you will find a complete archive of over 200 Webcast Wednesday recordings available to view at your convenience. A collection of short video based tutorials from the Quick Start Workshop, Tips & Tricks videos, Technical Documents will help you progress quickly up the learning curve.

www.solidolutions.tv

CSWP & CSWA Exams

Is your design team maximizing its SolidWorks software? The CSWP (Certified SolidWorks Professional) and CSWA (Certified SolidWorks Associate) exams measure user proficiency enabling managers to highlight areas that could require additional training. SolidWorks Subscription Service Program members can take one free exam.

Customer Experience Programs

Gain access to programs that not only invite your opinions, but also allow you to preview SolidWorks Beta versions and upcoming SolidWorks Early Visibility (EV) Service Packs.

Access to the SolidWorks Customer Portal

Gain full access to an expansive, easy-to-search, web-based repository of in-depth information and resources, designed to maximize your productivity, including:

Service Requests (SRs) - send incident reports to technical support for quick resolution. View status updates using assigned SR tracking numbers.

Software Performance Reports (SPRs) - submit incident reports of confirmed software issues to our development team. View status updates using assigned SPR tracking numbers and monitor issue resolution in documented service packs.

Knowledge Base - find answers to your questions quickly and conveniently. Access a powerful search engine to explore our extensive library of technical documentation, such as solutions, help topics, tech tips, and best practices.

Enhancement Requests - influence the development of future SolidWorks products by telling us what you need. Based on requests, new enhancements and functionality are introduced with each new software release.

Technical Content - access all of our archives, from webcasts and tech tips to administrative guides and technical presentations.

Discussion Forums - connect with other members of the SolidWorks community. Participate in a broad range of discussion topics on virtually all facets of SolidWorks software and design development applications.

New Software Launch Events

As a subscription service member you will also be invited to the annual "What's New" event held for each major release of SolidWorks. Events are held across the country for your convenience.

*Our Guarantee

Our Support Desk is always staffed by six or more engineers between 9.00am and 5.30pm, Monday to Friday. In most circumstances your call will be routed directly to the Support Desk, but if an engineer is not available to take your call we will endeavour to call you back within 20 minutes.