

# DS SOLIDWORKS EXTENDED SUBSCRIPTION SERVICES

Providing customized resources through a direct relationship



Extended Subscription Services (ESS) builds upon Standard Subscription Services to provide you with additional resources, improved access, and customized processes that meet the toughest business and design challenges. If your company has design or engineering teams in multiple locations, uses complex business or engineering processes, or employs mission-critical designs where time-to-market is crucial, Extended Subscription Services is the ideal solution. Working together, Dassault Systèmes SolidWorks Corp. and your Value Added Reseller (VAR) provide support services that empower your designers and engineers to work more efficiently and productively, helping your company to maintain a competitive edge. With DS SolidWorks Extended Subscription Services, you gain a wealth of added features, including:

- Designated Technical Support Engineer at your VAR
- Designated DS SolidWorks Technical Support Account Manager
- Rapid response to issues
- Live 24/5 technical support
- Technical Account Manager to coordinate global projects
- SolidWorks and SolidWorks Enterprise PDM (EPDM) migration planning
- Data testing for worry free upgrading
- Insight and influence into product direction
- Free online CSWA/CSWP certification
- DS SolidWorks Executive sponsorship
- SolidWorks World VIP Tickets

DS SolidWorks Extended Subscription Services gives your organization a direct relationship with DS SolidWorks that takes a proactive approach and offers superior communication.

### **Designated Technical Support Engineer at your VAR.**

Each time you contact your reseller, you'll speak to the same person for seamless understanding and support of your environment and processes. This person will also:

- Arrange remote support sessions with your SolidWorks Technical Support Account Manager (TSAM)
- Visit you twice per year at your primary location to help optimize your use of DS SolidWorks software
- Visit you annually to present a customized presentation of the SolidWorks 'What's New?' information
- Submit your software enhancement requests directly to DS SolidWorks

### **Designated DS SolidWorks Technical Support Account Manager.**

A Senior DS SolidWorks Technical Support Engineer will be appointed as your Technical Support Account Manager (TSAM). They will act as your SolidWorks technical champion, their responsibilities will be :

- Prioritizing issues and managing their resolution
- Helping to coordinate DS SolidWorks software enhancements
- Inclusion of a representative set of your data into DS SolidWorks quality testing procedures
- Visit your primary location once per year to support migration

### **Designated DS SolidWorks Technical Account Manager.**

A DS Solidworks Technical Account Manager (TAM) will act as your point of contact within DS SolidWorks to help coordinate all ESS related activities. They will act as your Solidworks Program Manager, their responsibilities will be:

- Act as the single point of contact coordinating all account level activities across all groups within DS Solidworks
- Providing tailored customer service reports based on open issues and performance feedback
- Assist in the planning of strategic projects
- Schedule and facilitate all calls and onsite visits throughout the year
- Coordinate all ESS resources between you, your VAR(s), partners and DS SolidWorks
- Visit your primary location once a year to review project plans and review account activities

### **DS SolidWorks Executive sponsorship.**

To keep strong ties between your company and DS SolidWorks, you will be appointed a senior executive as sponsor for your ESS program.

### **SolidWorks and SolidWorks Enterprise PDM upgrade planning.**

With ESS you have access to the experience of the SolidWorks and EPDM Support team. The ESS team will work with you to help ensure the success of your SolidWorks or EPDM implementation or migration. Whether your upgrade is for a handful of users or several teams worldwide, ESS Upgrade Services helps you maximize your DS SolidWorks software upgrade or purchase by:

- Utilizing all available resources to ensure successful upgrade transitions between service packs and major releases
- Preparing for an upgrade with easy-to-follow documented procedures
- Ensuring you have a custom-tailored plan for success
- Migrating faster and minimizing interruption with expert help
- Proactively identifying and resolving critical issues quickly, prior to upgrading
- EPDM Performance benchmarking for monitoring performance through life time of the active deployment

### **Upgrade Assurance**

Extended Subscription Support gives you the confidence to know your data is ready to move to the next release.

Customers who provide us with a representative snapshot of typical design data will receive reports detailing the analysis performed on your data as part of each product release. When you know of a specific release/service pack you're going to move to, an additional report will be provided detailing the results of how your data moved between the release you're in today and the release you're moving to.



**24 x 5 Live Support.**

Around-the-clock support will help your design engineers continue their work uninterrupted. Your local reseller will provide first-line support during their normal business hours. For business-critical issues outside of these hours, you can access the DS SolidWorks Technical Support hotline 24 hours a day, five days a week.

**Rapid response to issues.**

Extended Subscription Services provides you with faster response and a higher level of service. All business-critical problems will receive a response within one hour of notification. For non-critical issues, a response will be provided within one business day. All issues that may require a software update will be provided with an additional level of priority for resolution.

**Product Listening Sessions.**

ESS Customers shape the future direction of the product through sharing their design challenges today with the DS SolidWorks Product Definition team in scheduled sessions throughout the year. They also allow ESS customers to provide early feedback into the possible future design of new or enhanced features.

**Annual Product Vision Sharing**

The Future Vision Sharing event is intended to help communicate the direction that DS Solidworks is looking toward in terms of technology and features. By sharing this perspective into the direction of our products, it will help your future planning to maximize the return on your investment in DS Solidworks.

**SolidWorks World VIP Tickets.**

Customers who have ESS are eligible for two free VIP tickets for SolidWorks World.

**CSWA/CSWP certification.**

Your SolidWorks users are able to enter the prestigious Certified SolidWorks Associate and Certified SolidWorks Professional examinations. These industry recognized qualifications allow engineers and designers to prove their level of proficiency with designing and analyzing models with SolidWorks.



# SERVICE LEVEL COMPARISON

To find the SolidWorks Subscription Service that's right for you, just match your requirements to the appropriate service level

SERVICE ASPECT	STANDARD SUBSCRIPTION SERVICES	EXTENDED SUBSCRIPTION SERVICES (ESS)
Technical support 8 hours x 5 days	•	•
Technical support 24 hours x 5 days		•
Local Value-Added Reseller (VAR) support	•	•
Access to Customer Portal	•	•
Access to Knowledge Base	•	•
Upgrade to new major software version	•	•
Access to service packs	•	•
User discussion forums	•	•
SolidWorks and Enterprise PDM (EPDM) webcasts	•	•
DS SolidWorks Technical Support Account Manager (TSAM)		•
Dedicated VAR account manager		•
DS SolidWorks executive sponsor		•
Regular meeting with VAR, TSAM, and executive sponsor		•
Regularly scheduled detailed customer reports		•
Integration of customer dataset to SolidWorks internal tests		•
Customer Data Update Testing for Upgrade Assurance		•
Multi-site (international) implementation coordination		•
Two onsite days of SWx and/or EPDM implementation management		•
Product Vision Sharing		•
Customer Listening Sessions		•
EPDM Performance Baseline and monitoring		•
Weekend support of major version upgrades (approved upon request)		•
Upgrade planning		•
Company-level issue prioritization		•
Remote login		•
Two complimentary SolidWorks World VIP tickets		•
Improved Response Times (see below)		•
Free CSWA/CSWP certification		•

STANDARD SUBSCRIPTION SERVICE	CUSTOMER BUSINESS IMPACT			
	CRITICAL	HIGH	MEDIUM	LOW
Initial Response	4 business hours	8 business hours	24 business hours	48 business hours
Updates	3 business days	5 business days	On request	On request
Relief	Work continuously	As soon as possible	Reasonable effort	Reasonable effort

EXTENDED SUBSCRIPTION SERVICE (ESS)	CUSTOMER BUSINESS IMPACT			
	CRITICAL	HIGH	MEDIUM	LOW
Initial Response	1 business hour	4 business hours	12 business hours	24 business hours
Updates	1 business day	3 business days	90 business days	On request
Relief	Work continuously	As soon as possible	Reasonable effort	Reasonable effort

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