



SIEMENS

Siemens PLM Software

Solid Edge maintenance, enhancements and support

Maximize the value of your Siemens PLM Software investment

Benefits

- Fully leverage the value of your Solid Edge products
- Lower software upgrade costs and make it easier to predict your IT budget
- Engage in a more productive work environment resulting in increased efficiency
- Gain a competitive edge by achieving higher productivity

Summary

The key to achieving continuous value and deriving the maximum benefit from your investment in Solid Edge® software is 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. Some of the strategic benefits of an ME&S contract include receiving regular software updates, getting access to a variety of problem resolution tools, lowering software upgrade costs, providing

a more productive work environment and gaining a competitive edge due to increased efficiency.

Major releases of software with new features, functions and corrections

Solid Edge customers with active maintenance contracts 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.

www.siemens.com/solidedge

Solution
Partner

PLM



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Benefits *continued*

- Receive regular software updates and maintenance releases to ensure system stability and improve usability
- Leverage a full range of problem resolution tools and electronic services 24x7

Features

- Major and point releases of software with new features, functions and corrections
- Prompt and effective telephone support
- Web-based direct technical support resources via GTAC
- Access to online knowledge base and forum for tips, tricks and solutions



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 and support available to do their jobs.

Point releases of software with corrections and limited new features

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 and groundbreaking technology.

Avoid time-consuming problems, taking advantage of incremental improvements to make sure your engineers are up-to-date and your company stays competitive. Solid Edge provides maximum productivity, increasing the value of your maintenance dollar with each version installed.

Prompt and effective technical support

Your channel partner provides your first line of support for promoting product utilization and supplying technical support requirements. Your needs are addressed by telephone contact and electronic support tools to facilitate the reporting and follow-up of any technical issues or questions. When addressing your issues, your channel partner will contact the Siemens PLM Software Global Technical Access Center if needed to fully satisfy your support requests. Working with your channel partner, you have access to the latest product updates and can verify the status of individual inquiries. A channel partner gives you the advantage of local and timely support, bridging the gap between time zones, languages and cultures to meet all of your support needs quickly and easily.

Your technical support resources include web-based tools and services using the GTAC support web pages. These pages provide 24x7 access to issue reporting and the status of any reported issues. You can even access and provide updates to any existing incident reports you have opened.



The GTAC support site has a symptom/solution knowledgebase called Solution 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 and is available 24x7. You can track the progress of open issues, download and upload files, participate in user community discussion boards and access certification information about software and hardware configurations.

In addition, the support web pages provide email subscription services for support bulletins containing critical technical information, Solution Center articles, as well as technical newsletter articles with useful tips and tricks. 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 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.

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

For more information, visit www.siemens.com/gtac

Solid Edge features

The latest version of Solid Edge delivers hundreds of customer requests to accelerate 3D modeling, streamline design management, power up with new applications (apps) and enjoy an intuitive and productive user experience. Coupled with innovative synchronous technology, Solid Edge is empowering our customers to reimagine what's possible.

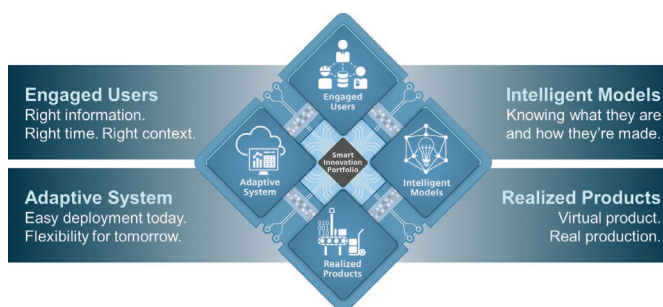
- Faster and more flexible 3D part and assembly modeling, photorealistic renderings and improved 2D drawing production capabilities that enable you to improve product design and get products to market ahead of your competitors
- Expanded visual design management capabilities enable you to complete projects faster and more efficiently
- Broader capabilities for design, manufacturing and collaboration with powerful new and expanded Solid Edge apps that speed the design through manufacturing process
- Significant user interface enhancements and easier access to leading design technology speed time-to-value for product development for all types of organizations, from startups to established manufacturers

- Expanded access to monthly subscriptions. Subscription-based access to Solid Edge provides an easy way for established manufacturers to respond to peaks in demand for design resources. Startup design teams can use subscriptions to avoid a large initial capital expense
- Solid Edge is available to students and teachers from elementary school all the way up to the university level free of charge. The free high school edition is targeted at high school/secondary school faculties, with access to new project materials. The university edition includes university-level curricula for an institution-wide installation, which incurs a small site-license fee
- Using Solid Edge provides easier visual access to modeling templates, recent documents, instructional videos, learning paths, online community and standard parts via an elegant, refreshed startup page. A heads-up display of sketch dimensions and handles along with the Quick View Cube helps you keep your eyes focused on the model
- Drawing compare enables you to easily identify differences between drawing revisions created in Solid Edge, cutting the time between development and manufacturing
- Solid Edge on Microsoft Surface Pro 3 enables you to run full design sessions on this lightweight, highly portable platform. The Solid Edge user interface has been optimized so you can use finger gestures on the touch screen for view manipulation, and the surface pen for more accurate input for sketching and geometry selection operations, creating an intuitive, highly productive user experience
- Solid Edge provides enhanced command tool tips with more descriptive text supported by compelling graphics and video content

For more detailed information on the latest release of Solid Edge, refer to:

[Solid Edge SP fact sheet](#)

[What's new in Solid Edge ST8 fact sheet](#)



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