DS SOLIDWORKS

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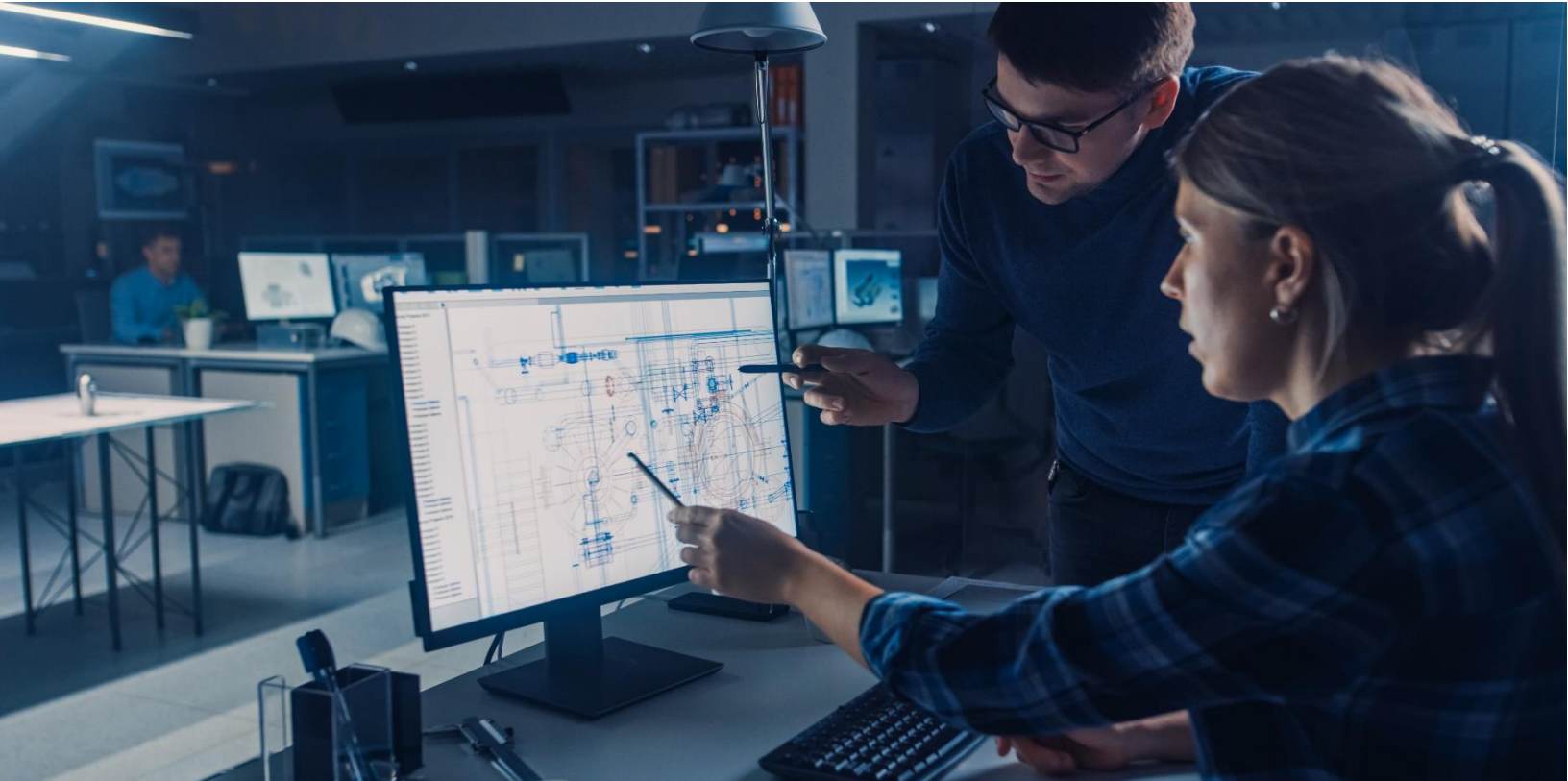Ein Unternehmen der Bechtle Gruppe

SOLIDWORKS ENTERPRISE SUBSCRIPTION SERVICES ("ESS")

PROVIDING CUSTOMIZED RESOURCES THROUGH A DIRECT ENGAGEMENT

SOLIDWORKS Enterprise Subscription Services ("ESS") provides your organization a direct relationship with Dassault Systèmes (3DS) that takes a proactive approach and offers superior communication. Enterprise Subscription Services builds upon your Standard Subscription to provide you with additional resources, improved access, and customized processes that meet the most demanding 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, Enterprise Subscription Services is the ideal solution. Working together, Dassault Systèmes and your Value-Added Reseller (VAR) provide support services that empower your designers and engineers to work more efficiently and productively, helping your company maintain a competitive edge. With SOLIDWORKS Enterprise Subscription Services, you gain a wealth of added features, including:

- Priority response and resolution to technical issues
- Dedicated technical resources from 3DS and your VAR
- Extended hotfix support
- Live 24/5 Emergency Support Access
- Insight and influence into SOLIDWORKS product direction

- Promote Best Practices for SOLIDWORKS products
- SOLIDWORKS and SW PDM migration planning
- Unlimited free online certifications
- Data testing for worry-free upgrades
- Dassault Systèmes SOLIDWORKS executive alignment

> "ESS is critical for us because it helps us maximize the effectiveness of our SOLIDWORKS solutions so that we can continue to innovate and support business growth. In addition, ESS is a huge help and plus in helping us influence software development and efficiently manage training and certifications."
>
> —Matt Shedlov, Senior Manager Fellow, Boston Scientific

Ensuring Success through Strategic Initiatives

Dassault Systèmes and our partners can help turn your vision into practice via custom Strategic Initiatives tailored to your company. These endeavors are design to help you achieve various interrelated outcomes, such as a boundary-spanning vision or strategic intent, the realization of important benefits to strategic stakeholders, or the transformation and alignment of your organization. Your CSM will work with you to define and assist in delivery of these initiatives through deliverable outcomes.

Dassault Systèmes Executive Alignment

As an ESS customer, you will have access to key SOLIDWORKS executives who will help ensure the alignment of your key strategic objectives with the 3DS vision. This will lead to a strengthened partnership between the companies. For example, an executive alignment meeting can review your upcoming initiatives and ensure that 3DS is prepared to help you succeed. The executive meeting will also serve as an excellent opportunity to review the existing relationship and understand any gaps that may need to be addressed.

Designated Customer Success Manager

A Dassault Systèmes Customer Success Manager (CSM) will be your primary point of contact within 3DS to help coordinate all ESS-related activities. They will:
- Act as the single point of contact coordinating all account-level activities across all SOLIDWORKS groups within Dassault Systèmes
- Provide tailored customer service reports based on open issues and performance feedback
- Assist in the planning of strategic projects and deliverable outcomes
- Schedule and facilitate all calls and onsite visits throughout the year
- Coordinate all ESS resources between you, your VAR(s), partners and Dassault Systèmes
- Visit your primary location twice a year to review project plans and review account activities

Designated Technical Resources at your VAR

Your local Value Added Reseller (VAR) will assign a technical resource to provide a seamless understanding and support of your environment and processes. This person will also:
- Arrange remote support sessions with the 3DS Technical Support Coordinator
- Visit you at your primary location to help optimize your use of Dassault Systèmes software
- Help submit your software enhancement requests directly to Dassault Systèmes

Priority Response and Resolution

Enterprise 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 reply will be provided within one business day. In addition, all issues that may require a software update will be provided with an additional level of priority for resolution.

"24x5" Technical Support

Around-the-clock support will help your design engineers continue their work uninterrupted. Your local reseller will provide first-line support during their regular business hours. For business-critical issues outside these hours, you can access the 3DS Technical Support hotline 24 hours a day, five days a week.

Weekend Support for Upgrades

Weekend support (outside the regular "24x5" coverage) is available upon request during your active upgrade. In addition, 3DS will review your upgrade plan beforehand to minimize any potential issues.

SOLIDWORKS and SOLIDWORKS PDM Upgrade Planning

With ESS, you have access to the vast experience of the SOLIDWORKS and PDM Support teams, working with you to ensure your implementation or migration is successful. Whether your upgrade is for a handful of users or several teams worldwide, upgrade planning enables you to maximize your software upgrade or purchase.
- Utilize all available resources to ensure successful upgrade transitions between service packs and major releases
- Ensure you have a custom-tailored plan for success
- Migrate faster and minimize interruption with expert help
- Proactively identify and resolve critical issues quickly before upgrading
- Monitor performance throughout the engagement

Data Assurance for Upgrades

ESS gives you the confidence to know your data is ready to move to the next release. When you provide us with a representative snapshot of your typical design data, you will receive reports detailing the analysis performed on your data during pertinent product releases. You can be assured that your data has been tested so you can minimize any concerns about moving that data forward into the next product release.

Product Listening Sessions

You can help shape the future direction of SOLIDWORKS by sharing your design challenges today with the Dassault Systèmes Product Definition team in scheduled sessions throughout the year. These sessions also allow ESS customers the opportunity to provide early feedback into the possible future design of new or enhanced features.

Product Vision Sharing

The annual future vision-sharing event is intended to help communicate the direction that Dassault Systèmes is looking toward in terms of technology and features. Sharing the future direction of our products will help your future planning to maximize the return on your investment in SOLIDWORKS.

Product Priorities Session

The ESS team hosts a Product Priorities session each year during 3DEXPERIENCE World. The SOLIDWORKS R&D team presents new product features previously requested by the ESS community. In addition, each ESS customer shares their top three priorities they would like to see SOLIDWORKS focus on for upcoming releases.

3DEXPERIENCE World VIP Passes

Customers who have ESS are eligible for two free VIP passes for 3DEXPERIENCE World. This annual event brings together designers, engineers, entrepreneurs, and business leaders from all industries. You can learn, collaborate, innovate, and experience the latest 3D technologies from 3DS and our partners by attending.

Unlimited Certifications

ESS customers receive an unlimited number of vouchers for any of the SOLIDWORKS certification exams. You will have access to the Certification Manager, allowing you to generate exam vouchers on-demand, track how individuals perform, view areas where they have difficulty, and identify areas for further training.

Promote Best Practices

Building on published SolidPractices, as an ESS customer you will receive expert guidance to help understand the best practices and align these recommendations to your company's requirements, ultimately leading to customer-specific best practices for your organization.

"We've found ESS to be a good value because it enables rapid response to any software issues and the ability to influence future software development based on our specific needs."

— Carsten Wesseler
CAD Administrator; DULA

API Labs Session

For large companies, developing code using the API is not just necessary; it is essential to ensure processes are as efficient as possible based on their unique requirements. Ensuring your custom development is written in the best way possible is critical to achieving that goal. The SOLIDWORKS team will help review your code and provide your developers with feedback on how they can more effectively build the tools you need to be successful.

ESS-Only Custom Reports

The team at Dassault Systèmes will provide you regular customer-specific reports that list all your Service Requests (SR), Software Performance Reports (SPR), and Enhancement Requests (ER). This report includes a log of interactions with our Customer Center and Technical Support groups and the development state for SPRs and ERs.

Exclusive Beta Access

ESS customers are invited to exclusive SOLIDWORKS Beta events held at Dassault Systèmes offices. Aside from testing the software, these events offer an excellent opportunity to meet with various members of the SOLIDWORKS R&D team, Technical Support, Quality Assurance, and Product Definition. This is also a great time to network with other global companies to share best practices or everyday challenges.

Unlimited Access to Entire eBooks Training Library

This offering makes the complete SOLIDWORKS course catalog available to users company-wide, who will have unlimited access to the same materials used in instructor-led classroom training. Customers can use the material for new user onboarding or to enhance the existing knowledge of experienced users. *The SOLIDWORKS eBook library is available as an annual subscription add-on available exclusively to ESS accounts.*
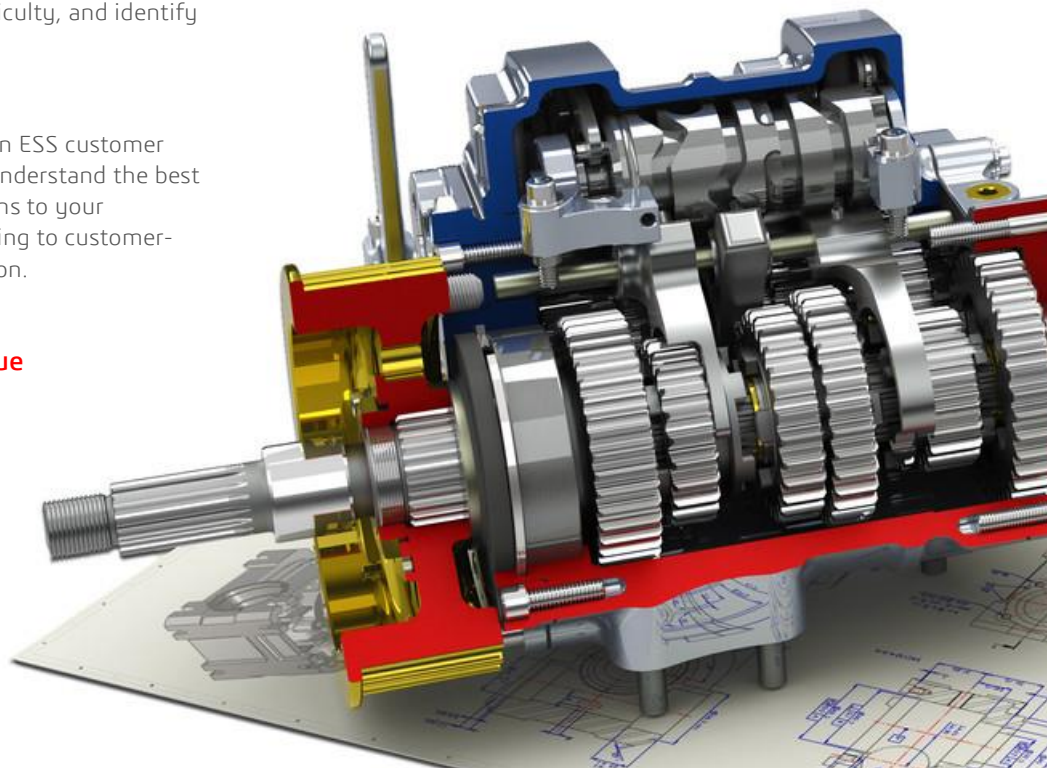
SERVICE LEVEL COMPARISON

SERVICE ASPECT	STANDARD SUBSCRIPTION SERVICES	ESS - ENTERPRISE SUBSCRIPTION SERVICES
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 SOLIDWORKS PDM (PDM) webcasts	●	●
Dassault Systèmes Customer Success Manager (CSM)		●
Dassault Systèmes Technical Support Coordinator (TSC)		●
Dedicated technical resources at your VAR		●
Dassault Systèmes executive alignment		●
Regular meetings with stakeholders		●
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		●
Product Vision Sharing from Dassault Systèmes R&D		●
Product Listening and Product Priorities sessions		●
SOLIDWORKS PDM performance baseline and monitoring		●
Weekend support of major version upgrades (approved upon request)		●
SOLIDWORKS and SOLIDWORKS PDM upgrade planning		●
Exclusive SOLIDWORKS Beta access		●
Extended Hotfix support		●
Two complimentary **3D**EXPERIENCE World VIP tickets		●
Improved response times (see below)		●
Dedicated/Private online ESS-only community		●
Unlimited free access to certification exam vouchers	One per license	Unlimited
Certification Management System		●
API Labs Session		●
Unlimited Access to Entire eBooks Training Library (optional add-on)		●

STANDARD SUBSCRIPTION SERVICE	CUSTOMER BUSINESS IMPACT			
	CRITICAL	HIGH	MEDIUM	LOW
Initial Response	Four business hours	Eight business hours	24 business hours	48 business hours
Updates	Three business days	Five business days	On request	On request
Relief	Work continuously	As soon as possible	Reasonable effort	Reasonable effort

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

PLM-LÖSUNGEN VON DER IDEE ZUM FERTIGEN PRODUKT

Wir unterstützen die komplette Wertschöpfungskette unserer Kunden von der Entwicklung bis hin zur Visualisierung und Fertigung. Von den Softwarelösungen SOLIDWORKS, SolidCAM und Virtual Reality über spezielle CAD-Hardware /-Zubehör bis hin zu professionellem 3D-Druck, IT-Dienstleistungen und Software-Entwicklungen setzen wir deutschlandweit alles daran, Mehrwerte für unsere Kunden zu erzielen.

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JUNE 2022