

IBM PLM Enhanced Support

V5R19 introduction and operation offering



Highlights

- **The Enhanced Support provides defect and non-defect support for CATIA, ENOVIA and DELMIA product lines**
- **Support can be obtained via telephone or by accessing the IBM Product Lifecycle Management (PLM) Technical Support Web site, which is charged at an annual rate**
- **Allows clients to submit questions about defects, usage, installation or migration**
- **Enables around-the-clock access to up-to-date software fixes, product refreshes, service packs and tools**

This specially packaged, comprehensive, yet flexible and cost effective release introduction and operation support offering responds to the special needs around the upgrade to V5R19 in several industries. It bases on IBM PLMs more than 20 years experience and comprises all new product families. With an entry level support term of only six months, IBM clients can now better control their new release introduction speed and cost.

Cost effective support – skilled resources

The global IBM PLM Technical Support Centre comprises skilled professionals with years of experience in supporting a multitude of CATIA, ENOVIA and DELMIA clients. With access to extensive testing facilities, product maintenance and development teams, and technical

competency centres, the IBM PLM team has the knowledge and expertise to increase the efficiency of their clients' PLM investments.

The IBM PLM Technical Support Centre specialists help in the following ways:

- *Attempt to reproduce a client's problem*
- *Act as the client's advocate to the maintenance and development teams*
- *Minimise the resources clients need to invest in internal support procedures*
- *Perform Problem Determination/ Problem Source Identification (PD/PSI) procedures for each reported issue to accelerate resolution*

Comprehensive and flexible service

The PLM Technical Support Centre provides enhanced support during regular business hours. Clients can submit task-oriented questions about defects, usage, installation or migration, either online or by telephone.

The PLM Technical Support Centre has access to numerous configurations of CATIA, ENOVIA and DELMIA products, which allows to provide comprehensive support. Our staff also has access to unique problem diagnosis tools.

Use a powerful information resource in a flexible way

Today, manufacturing organisations need efficient and reliable software support around their PLM application environment. But for many companies, the infrastructure and resources required to provide this level of support are cost prohibitive.

Some companies that do have existing internal support structures require additional support beyond defect-only reporting.

Other companies are looking to complement their help desk or supplement the onsite service provided by IBM or an IBM Business Partner.

IBM PLM Technical Support Web site

The PLM Technical Support Web site is available around-the-clock and allows enhanced support clients to:

- *Submit, view and update defect and non-defect issues*
- *Access extensive information databases available for configurations, usage, installation and planning related to CATIA, ENOVIA and DELMIA*
- *Source software fixes, product refreshes, service packs and tools to keep products updated to the latest supported levels*
- *Participate in problem resolution themselves through access to timely updates on technical tips, product bulletins and service information*

IBM Technical Support Advocate

An optional feature is 'IBM Technical Support Advocate', which enables clients to access an IBM Technical Support Advocate via telephone.

The IBM Technical Support Advocate:

- *Provides a single point of contact for software maintenance and technical support*
- *Assists clients with coordination of PLM support activities at the customer number level (not just the individual PMR level)*
- *Tracks the status of reported problems, communicates progress and provides problem escalation efficiency (process and contacts) via monthly reviews*

For all support requirements

With a wealth of skills, experience, information and technology tools, the IBM PLM Technical Support Centre provides a high quality service to enhanced support clients. Clients receive the information they need to leverage their employees' training and to maximise the benefits from overall investments.

There is no limit to the number of problems reported

IBM PLM Enhanced Support is purchased annually, with the option for an entry level 6-month term for V5R19. Pricing is calculated by the number of IBM PLM configuration applications installed and supported per IBM customer number.

For more information

contact your IBM Representative or You can also visit the IBM PLM Web site at:

ibm.com/solutions/plm



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