

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
- 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

## 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.

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.

# Solid Edge maintenance, enhancements and support

## Features

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



## 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.

## Efficient telephone support via the Global Technical Access Center

Our Global Technical Access Center (GTAC) team is ready to help you as all calls are routed directly to experienced technical support engineers at our Global Technical Access Center. The GTAC support staff has the knowledge and skills to understand,

investigate and resolve problems quickly and efficiently. Phone-based support includes problem escalation, management visibility and the input process for reporting software errors and enhancement requests.

The GTAC web-based technical support tools allow you instant access to customer support pages, which include problem reporting, a symptom/solution database for frequently asked questions (FAQs), tips, techniques and software error listings. You can track the progress of open issues, download software and upload data, participate in user community discussion boards and access certification information about software and hardware configurations. In addition, we provide email subscription services for support bulletins and other critical technical information, as well as access to technical newsletter articles with useful tips.

- Report issues, track status and post updates
- Download patches, drivers, full releases, newsletters and other information



- Solution Center, which provides 24-hour technical support, is a symptom/solution information query database with thousands of technical articles and immediate solutions to your problems. Solution Center increases your company's productivity by enabling you to resolve problems faster
- Web-based community forums give you access to specific interest groups, enabling you to exchange ideas, ask questions and get responses from the user community, Siemens PLM Software support staff, developers, technical sales support and marketing
- Online documentation provides release notes, README files, technical information and documents
- License management provides an electronic copy of your FLEXlm license file and documents required to run your licensed software and download a seven-day emergency license 24x7 in the event of a dongle or license server failure

For more information, visit  
[www.siemens.com/gtac](http://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.

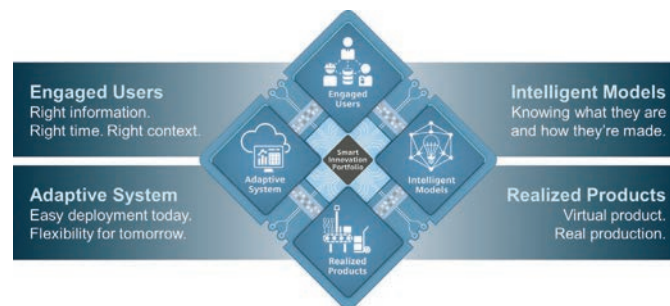
- Faster and more flexible 3D part and assembly modeling, photorealistic renderings and improved 2D drawing production capabilities that enable you to improve product design and get products to market ahead of your competitors
- Expanded visual design management capabilities enable you to complete projects 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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