

# SolidWorks Subscription Service Program

AUTOMATIC UPGRADES, TECHNICAL SUPPORT, AND VALUE-ADDED RESOURCES



**The SolidWorks Subscription Service Program allows you to access new SolidWorks software releases and upgrades, enhancement request privileges, live technical support, and comprehensive online resources.**

Give your design team the tools and resources they need to work faster and smarter. As a Subscription Service Program member, you receive automatic upgrades to the latest versions of SolidWorks® software, live technical support from your local authorized value-added reseller (VAR), as well as requested software enhancements. You also gain access to the SolidWorks Customer Portal – a web-based hub for SolidWorks resources. The SolidWorks Subscription Service Program enables you to focus on what matters most – designing better products.

## **NEW SOFTWARE RELEASES**

Receive new versions of SolidWorks software to further improve your performance and productivity. Leverage innovative tools and leading-edge techniques to create designs faster and more accurately.

## **SOFTWARE UPGRADES**

Download the most current service pack upgrades of the previous release and the most current version of SolidWorks software. The new version includes enhancements that address important issues reported by customers.

## **LOCAL TECHNICAL SUPPORT**

Access live technical support provided by your local authorized VAR, including telephone assistance with product features, menu commands, installation issues, and troubleshooting.

*“One of the reasons SolidWorks has become a leader in the marketplace is its ability to accommodate customer feedback. SolidWorks Subscription Service resources allow me to participate fully as a member of the SolidWorks Community.”*

**R. MARK ACHTNER**  
*Mechanical Design Engineer,*  
Miller Electric Mfg. Co.



Access a wealth of valuable services and information that enable your organization to design better products.

Image courtesy of Innovation Engineering, Inc.

## SOLIDWORKS CUSTOMER PORTAL

Gain full access to an expansive web-based repository of in-depth information and valuable resources.

- **My Support** – Experience a diverse set of tools designed to maximize your productivity, including:
  - **Service Requests (SRs)** – Submit incident reports to technical support for prompt resolution. View status updates using assigned SR tracking numbers.
  - **Software Performance Reports (SPRs)** – Submit incident reports of confirmed software issues to our Development team. View status updates using assigned SPR tracking numbers and monitor issue resolution in documented service packs.
  - **Knowledge base** – Find answers to all your questions quickly and conveniently. Access a powerful search engine to search an extensive library of technical documentation, such as Solutions, Help Topics, Tech Tips, and Best Practices.
  - **Enhancement requests** – Influence the development of future SolidWorks products by providing input on your specific functionality requirements. Based on these enhancement requests, new enhancements and functionality are introduced with each new software release.
- **Technical content** – Access all our archives, from webcasts and Tech Tips to administrative guides and technical presentations.
- **Discussion forums** – Connect with other members of the SolidWorks Community. Participate in a broad range of discussion topics on virtually all facets of SolidWorks software and design development applications.

## CSWP AND CSWA EXAMS

Ensure that your design team is maximizing all the benefits that SolidWorks products offer. The CSWP (Certified SolidWorks Professional) and CSWA (Certified SolidWorks Associate) exams measure user proficiency – enabling managers to highlight areas that could require additional training. Subscription Service Program members can take one free exam.

## CUSTOMER EXPERIENCE PROGRAMS

Gain access to programs that not only invite your opinions, but also allow you to preview SolidWorks Beta versions and forthcoming SolidWorks Early Visibility (EV) Service Packs.

- **SolidWorks World International User Conference and Exposition** – Attend our annual user conference to explore the latest products and services.
- **SolidWorks hardware and software Solution Partners** – Take advantage of partner offers available exclusively to Subscription Service Program members.

Visit [www.solidworks.com/pages/services/services.html](http://www.solidworks.com/pages/services/services.html) or contact your local authorized VAR to learn more.



Dassault Systèmes SolidWorks Corp.  
300 Baker Avenue  
Concord, MA 01742 USA  
Phone: 1 800 693 9000  
Outside the US: +1 978 371 5011  
Email: [info@solidworks.com](mailto:info@solidworks.com)  
[www.solidworks.com](http://www.solidworks.com)