

SolidWorks Subscription Services

AUTOMATIC UPGRADES, TECHNICAL SUPPORT, VALUE-ADDED RESOURCES

SolidWorks Subscription Services give your organization access to valuable software updates and information provided by SolidWorks Corporation, as well as highly skilled technical resources supplied by a global network of SolidWorks authorized value-added resellers (VARs).



Access priority enhancements, an interactive knowledge database, and other value-added resources via the Customer Portal.



Gain access to a Knowledge Base on the web that provides valuable technical resources, such as Help, Tech Tips, Macros, and Best Practices.

Whether you are a designer, engineering manager, or business manager, you can benefit from SolidWorks Subscription Services. As a designer, you are entitled to automatic upgrades to the most up-to-date versions of SolidWorks® software. As a business manager, you have access to the latest technology, information, and support to protect your investment and ensure continuous productivity improvements.

Best of all, your annual subscription makes you a full member of the SolidWorks User Community, increasing opportunities for you to influence future product direction.

Subscribers receive the following services:

- Automatic upgrades to the most up-to-date versions of SolidWorks software.
- Telephone support provided by your local authorized SolidWorks reseller.
- Full access to the Customer Portal where you can download software enhancements, access the SolidWorks Knowledge Base, report and track service requests, view archived webcasts, and much more.
- SolidWorks enhancement request privileges.
- Free listing in the SolidWorks Manufacturing Network for qualified service companies.

Upgrades and enhancements. Get automatic upgrades to the most up-to-date versions of SolidWorks software including product releases and service packs. The SolidWorks development team is continually improving SolidWorks products and responds quickly to issues reported by customers. Over 90 percent of enhancements are initiated as requests by subscription customers. Automatic email notification keeps you current with important news as well as the latest software updates.

Technical support services. SolidWorks Subscription Services entitle you to live technical support from your reseller. Support services include telephone assistance with product features, menu commands, installation issues, and troubleshooting. For a separate fee, your SolidWorks reseller can provide value-added services such as training, design consulting, planning, and customization.

SolidWorks Customer Portal. Access comprehensive Subscription Service tools and resources from a single convenient location seven days a week, 24 hours per day. Customized accounts for individuals or teams means you will have the most relevant personalized information each time you log in. Best of all, it is accessible anywhere, anytime. Download the latest versions of SolidWorks software and service pack updates. Search the Knowledge Base to find the solutions you need. Participate in discussion forums. View license information and assets as well as track your service requests and SPR's.

Knowledge Base. Search a comprehensive library of documents including Technical Articles, Help Topics, Tech Tips, Tech Alerts, Macros, and Best Practices, all written and reviewed by SolidWorks experts. In-depth articles give you insight into features, functionality, and solutions covering all product functionality. Be confident in knowing the answers you are looking for are at your fingertips day or night.



“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.

Enhancement request privileges. Provide input on the functionality required for your specific use of the product. Customer enhancement requests are a focal point for our Product Engineering Group in determining which functionality to include in future releases. As a SolidWorks subscriber, you can actively influence the future direction of SolidWorks software development.

3D ContentCentral®. Enjoy direct access to a comprehensive library of parts, assemblies, and features contributed by other SolidWorks users around the globe. Pan, rotate, and zoom in on a better view. Drag and drop models directly into your design projects and save yourself hours of design time.

Webcasts. Participate in regularly scheduled webcasts to pick up productivity tips that will help you get the most from your CAD investment. Pool your knowledge with the expertise of SolidWorks developers, technical support specialists, and other users worldwide.

Manufacturing Network. SolidWorks Subscription Service entitles qualified service companies to a free listing in the Manufacturing Network. The Manufacturing Network is an online directory that helps SolidWorks customers easily locate local service vendors that can work with native SolidWorks files, eliminating data conversion issues, reducing errors and cost, and improving time-to-market.

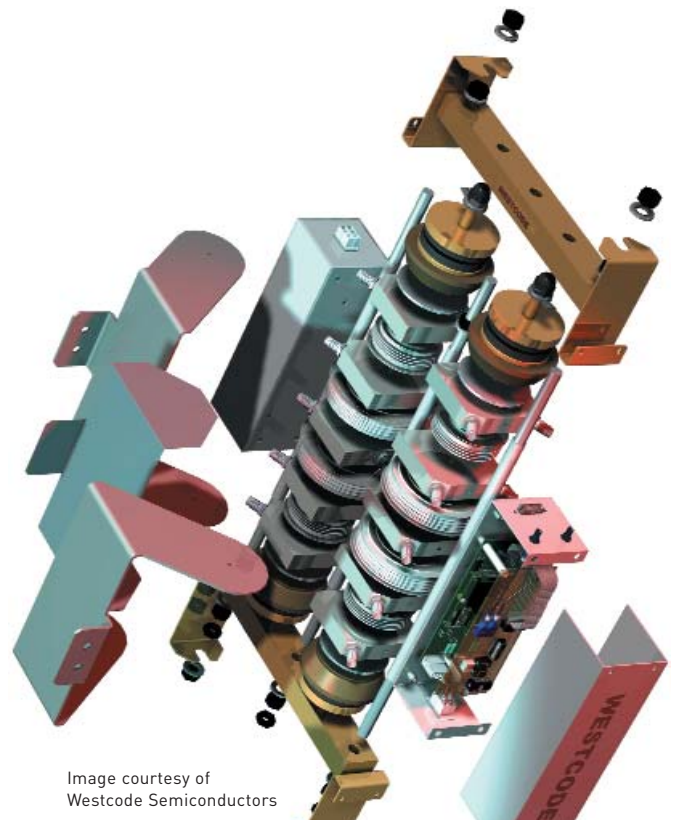


Image courtesy of Westcode Semiconductors

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