

SOLIDWORKS SUBSCRIPTION SERVICE PROGRAM

Optimize your investment in SolidWorks



Give your design team the tools and resources they need to work faster and smarter. As a SolidWorks® 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 all of your SolidWorks software products and resources. The SolidWorks Subscription Service Program lets you focus on what matters most—transforming your product development into business success.

Local technical support

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

SolidWorks Customer Portal

Gain full access to an expansive, easy-to-search, web-based repository of in-depth information and resources, designed to maximize your productivity, including:

- **Service Requests (SRs)** – send incident reports to technical support for quick 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

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.

- **Knowledge Base** – find answers to your questions quickly and conveniently. Access a powerful search engine to explore our 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 telling us what you need. Based on requests, new enhancements and functionality are introduced with each new software release
- **Technical content** – access all of 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

Software upgrades

Stay current with service pack upgrades of SolidWorks software: these enhancements address important issues reported by the SolidWorks community.

New software releases

Receive the latest SolidWorks software to improve your performance and productivity. Leverage innovative tools and leading-edge techniques to create designs faster and more accurately.

Support for previous version

While on subscription, you are welcome to continue to run—and receive support on—the one release prior to the current SolidWorks release. This policy minimizes production delays and eases your transition to the latest release. Service packs are provided for this release for critical issues reported with the software.

CSWP and CSWA exams

Is your design team maximizing its SolidWorks software? The CSWP (Certified SolidWorks Professional) and CSWA (Certified SolidWorks Associate) exams measure user proficiency—enabling managers to highlight areas that could require additional training. SolidWorks Subscription Service Program members can take one free exam.

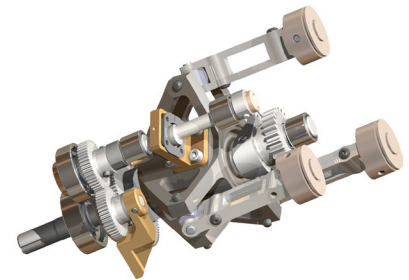
Customer experience programs

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

Visit www.solidworks.com/subscription or contact your local authorized SolidWorks reseller to learn more.

"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 Aichtner
Mechanical Design Engineer,
Miller Electric Mfg. Co.



Access a wealth of valuable services and information that enables your organization to work faster and be more productive. Image courtesy of Innovation Engineering, Inc.

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