



SUPPORT SERVICES



ADVANTAGE Support – Optimize User Productivity

Engineering productivity is a key component to how well your business thrives. That's why RAND North America provides ADVANTAGE Support, an online resource and interactive service for Product Lifecycle Management software users. Our offering is designed to give you the answers you need for your program, when you need them. Whether your team needs assistance with an installation, access to technical tips, or an answer to a question, RAND North America's ADVANTAGE Support program is the ideal solution for you.

ADVANTAGE Support Services

As the world's leading provider of Dassault Systèmes products and solutions, RAND North America recognizes that the key to maximizing customer value lies with providing capabilities that enhance customer innovation and productivity. To that end, ADVANTAGE Support offers a set of comprehensive full-service and self-service support options to help you capitalize on your application investment.

As an ADVANTAGE Support client, you get unlimited email and phone access to our experienced and highly skilled Support Engineers for one-on-one issue resolution and benefit from remote desktop support when you need it. You also receive access to online service request management tools and customer know-how enablement tools for quick and efficient self-serve support.

We've built our business on delivering the power of PLM and are committed to customer service excellence. To ensure timely service request resolution, our DS certified Support Engineers adhere to initial response time objectives based on urgency level and provide you with the right answers, corrections or workarounds as appropriate.

ADVANTAGE Support At a Glance



Support Hotline

- Toll-free phone access to Support Engineers
8 am to 8 pm ET, Monday to Friday
- Email case submissions with a guaranteed response time of 2 hours or less
- Remote desktop service
- Unlimited support incidents/calls per named contact

Support Web Tools

- Access to online customer know-how enablement tools 24x7
- Search extensive knowledge base for technical solutions
- Self-serve support tools and PLM software information

Service Request Management

- Check status of defect service requests online 24x7
- Search, view and share defect incidents history
- Maintenance escalation procedure

Distribution and Download

- On demand media ordering
- Electronic download of latest software releases



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ADVANTAGE Support Services

12x5 Phone Support

- You get unlimited phone access to RAND North America's Support Engineers and remote desktop support for prompt and expert assistance, from 8 am to 8 pm ET, Monday through Friday.
- Email incident submissions receive an initial response from our Support Engineers within 2 hours or less, from 8 am to 8 pm ET, Monday through Friday.

24x7 Online Support

- You get online access to customer know-how enablement tools, including a wealth of self-serve support tools and PLM software program information, 24 hours per day, 7 days per week.
- Connect online to the comprehensive and user-friendly Dassault Systèmes Knowledge Base to find answers to your PLM software application questions quickly and efficiently, 24 hours per day, 7 days per week.

Service Request Management

- You can go online to track your software defect incidents, check their status, manage your support account and create a single view of all your defect service requests and share it with everyone in your company, 24 hours per day, 7 days per week.
- If you encounter a severe incident with a software program, our Support Engineers will initiate the maintenance escalation procedure to raise your service request to management-level attention, accelerating certification and resolution time.

Distribution and Download

- On demand media ordering and electronic download online make it easy to provide your company with the latest software application releases and regular maintenance delivery.

Initial Response Time Objectives

- RAND North America strives for customer service excellence and is committed to initial response time objectives based on the service request's urgency level to provide you with answers, corrections or workarounds as appropriate.

Service Request Resolution

- Not only do our skilled Support Engineers work to provide you the answers you need in a timely fashion, they also work with you to verify your service request resolution and validate the closure.

The RAND North America Difference

As important as getting answers quickly, is getting the right answers. RAND North America has the experience and customer support processes to deliver those answers, and does. It's through our customer focused approach to maximize PLM software value by providing capabilities that enhance customer innovation and productivity that we've become the world's leading provider of Dassault Systèmes products and solutions. You have our commitment that we will continue to make complete customer satisfaction and user productivity our top priorities.