

Customer Support Centers

Support Contacts



To get technical assistance on questions or problems related to installation and operations of Dassault Systemes products, you can (in that order):

- Search for solution in the Knowledge Base
- Contact your Value-Added Reseller (VAR) if you have one
- Contact your Dassault Systèmes Local Customer Support Center corresponding to your region during the local office business hours, excluding national holidays.

Dassault Systèmes Local Customer Support Centers are supporting CATIA, ENOVIA VPLM and ENOVIA SMARTEAM, DELMIA, 3DVIA Composer, 3DVIA Virtools, BPAs Products and will soon support all DS PLM Brands & Products.

Please find hereafter about their profile and location.

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Europe, the Middle East and Africa (EMEA)

Customer Support Center EMEA

Supported countries: All EMEA countries

Business hours: 9:00 AM to 5:00 PM - Time zone France (UTC +1)

Tel:

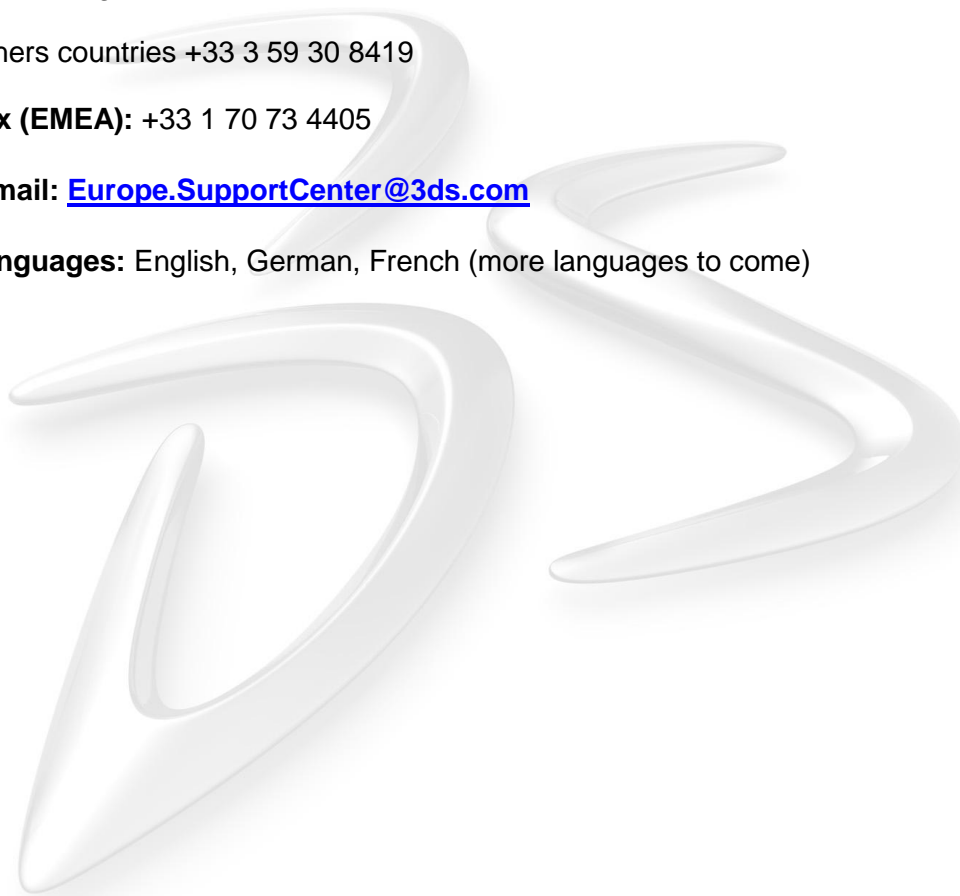
Austria +43 800 886 687
Belgium +32 2 357 53 03
France 0825 825 819
Germany 08001016391
Italy 02 334 306 306
Sweden 0771 320 710/+46 31 720 5858
Switzerland 0800 101 631
United Kingdom 0871 218 3467

Others countries +33 3 59 30 8419

Fax (EMEA): +33 1 70 73 4405

E-mail: Europe.SupportCenter@3ds.com

Languages: English, German, French (more languages to come)



Asia Pacific

Customer Support Center China

Supported countries: China PRC, Hong-Kong, Taiwan

Business hours: 9:00 AM to 5:00 PM - Time zone China Shanghai (UTC +8)

Tel : (800)-810-3958

E-mail: PLMSupport.GCG@3ds.com

Languages: Chinese (Mandarin), English

Address: DASSAULT SYSTEMES K.K. China - Room 707-709, Tower 2, China Central Place No.79, Jianguo Road Chaoyang District - 100025 Beijing

Customer Support Center Korea

Supported countries: Korea

Business hours: 9:00 AM to 5:00 PM - Time zone Korea (UTC +9)

Tel : 82-2-3270-7813

E-mail: PLMSupport.KOREA@3ds.com

Language: Korean, English

Address: Mapo Tower 15F, 418 Mapo-Dong, Mapo-Ku, Seoul, 121-734, Korea

Customer Support Center India

Supported countries: Australia, Indonesia, India, Malaysia, New Zealand, Philippines, Singapore, Thailand, Vietnam

Business hours: 9:00 AM to 5:00 PM - Time zone India (UTC +3.5)

Tel : +91 (0) 80 4244 7000

E-mail: PLMSupport.INDIA@3ds.com

Language: English

Address: Dassault Systemes, 4th Floor Salarpuria Windsor, #3 Ulsoor Road, Bangalore, India – 560042

Customer Support Center Japan

Supported countries: Japan

Business hours: 9:00 AM to 5:00 PM - Time zone Japan (UTC +7)

Tel : +81 (0)3 5442 6051

E-mail: JP.Support.Tech@3ds.com

Language: Japanese, English

Address: Dassault Systèmes K.K. - Pier City Shibaura Bldg 2F 3-18-1 Kaigan, Minato-ku - 108-0022 Tokyo - Japan



America

Customer Support Center USA-Canada-Latin America

For supported countries: USA, Canada

Business hours: 9:00 AM to 5:00 PM - Time zone EST (UTC -5)

Tel:

+1 (877) 3D 4ALL1 (Toll Free)

+1 (877) 334 2551 (Toll Free)

+1 (704) 935 5690 (International)

Fax: +1 704 264 8888

E-mail: AG.NA-Helpdesk@3ds.com

Language: English

For supported countries: Brazil, Argentina, Chile, Mexico

Business hours: 9:00 AM to 5:00 PM - Time zone Argentina (UTC -3)

Tel & Fax:

+54-11-4312-8700 (Argentina)

+55-11-3323-5788 (Brazil)

+52-55-1168-9928 (Mexico)

Languages: Spanish, English