

**Expert Assistance** for  
your PLM deployment to ensure  
proper issue identification,  
resolution and Level 1  
Help Desk support



Dassault Systèmes Industry Services

## Enhanced Customer Support

Enterprise Support Options to Support PLM Deployment

### When Specialized Support is What You Need

Not every customer needs a full Workplace engagement, but many can benefit from some of the components this offering provides. For these customers we've packaged some of the Workplace deliverables into three options that support a variety of deployment and production needs.

The Enhanced Customer Support offering is backed by Dassault Systèmes expertise and structured to provide dedicated access to a representative with knowledge on your environment and responsible for managing the qualification and processing of issues, or support for your internal helpdesk needs.

### Dedicated Support Analyst (DSA)

The Dedicated Support Analyst (DSA) is an expert with knowledge of your specific environment and a high level of expertise to enable solution convergence. As a single point of entry, the DSA interacts on your behalf with DS R&D to reduce iterations and improve resolution efficiency.



### Customer Support Representative (CSR)

This role becomes part of your existing support structure and is the conduit into DS Support to reduce iteration time and improve issue resolution. The CSR ensures proper documentation and submission for OOTB support requests, improves development of new test scenarios and identifies gaps in testing to reduce deployment risk.

### Customer Help Desk Assistance

Customer Help Desk Assistance provides the highest level of expertise on DS products in the context of your environment, including knowledge of your processes and customizations for Level 1 support.



## Dedicated Support Analyst

- Your dedicated entry point within DS Customer Support
- Manages all your requests from a technical stand point thru the overall DS Support process
- Certifies your issues on OOTB environment at DS
- Manages questions and iterations with you and DS R&D for efficient convergence

## Customer Support Representative

- DS Customer Support expert embedded in your existing support structure, representing you and taking ownership of requesting DS support
- Dispositions issues and opens "Out of the Box" (OOTB) Service Requests (SRs)
- Manages questions and iterations with you and DS Support for efficient convergence
- Reports on test results, issues management, solution changes, recommended infrastructure optimizations
- Supports the development of new test scenarios and supports early testing to detect potential issues

## Customer Help Desk Assistance

- Knowledge of DS products and your tools, processes and customizations
- Single entry point for support expertise knowledgeable on your environment
- Quickly resolve major issues and filter out non-defect concerns
- Dedicated to your satisfaction and success

### For more information,

contact your local Dassault Systèmes Industry Services representative or email us at: [Industry.Services@3ds.com](mailto:Industry.Services@3ds.com)

#### About Dassault Systèmes

As a world leader in 3D and Product Lifecycle Management (PLM) solutions, Dassault Systèmes brings value to more than 115,000 customers in 80 countries. A pioneer in the 3D software market since 1981, Dassault Systèmes develops and markets PLM application software and services that support industrial processes and provide a 3D vision of the entire lifecycle of products from conception to maintenance to recycling. The Dassault Systèmes portfolio consists of CATIA for designing the virtual product - SolidWorks for 3D mechanical design - DELMIA for virtual production - SIMULIA for virtual testing - ENOVIA for global collaborative lifecycle management, and 3DVIA for online 3D lifelike experiences. Dassault Systèmes' shares are listed on Euronext Paris (#13065, DS4.PA) and Dassault Systèmes' ADRs may be traded on the US Over-The-Counter (OTC) market (DAST4). For more information, visit <http://www.3ds.com>.

## Who is DS Industry Services?

- We provide Service Offerings that help ensure DS PLM technology successfully supports your business
- We have the expertise in PLM and the industries we support and our technology to ensure our products are implemented and deployed quickly, painlessly and successfully
- We are 1000 services professionals in 25 offices around the world
- Dassault Systèmes Industry Services is a global team dedicated to making you successful

## Why DS Industry Services?

- **DSIS reduces risk**
  - We work hand in hand with R&D to provide you with the best channel to the answers
  - There is a difference between vision and execution...we excel in both because we are the software provider
- **DSIS wants Customers to be successful with DS Brands**
- **We can help you change the way you do business by maximizing the investment you've already made in DS PLM**
  - You are the expert of your business
  - DSIS is the expert of DS PLM and we are Your voice into Dassault Systèmes
  - Working together we can get the full benefit of your PLM investment