

# 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 (PARTNER) 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, DELMIA, DELMIA Apriso, ENOVIA VPLM and ENOVIA SMARTTEAM, GEOVIA, 3DVIA, 3DVIA Virtools, BPAs Products and 3D 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

**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](mailto:Europe.SupportCenter@3ds.com)

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

*Public Holidays: January 1st (New Year's Day) | March 28th (Easter Monday) | May 1st (Labor Day) | December 25th (Christmas)*

## Customer Support Center Apriso

**Tel:** +48 (12) 630 1041 (Poland)

**E-mail:** [support@apriso.com](mailto:support@apriso.com)

## Customer Support Center Geovia

- Africa

**Supported countries:** Algeria; Nigeria, South Africa, Togo

**Tel:** +27 11 805 0277

**E-mail:** [geovia.support@3ds.com](mailto:geovia.support@3ds.com)

- **EMEA**

**Supported countries:** Afghanistan, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Greece, Hungary; Iceland, Ireland, Israel, Italy, Kuwait, Latvia, Lebanon, Lettonia, Liechtenstein, Lithuania, Luxembourg, Monaco, Morocco, Netherlands, Norfolk Island, Norway, Poland, Portugal, Qatar, Romania, Saudi Arabia, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tunisia, Turkey, Ukraine, United Arab Emirates, United Kingdom

**Tel:** +44 1530 835554

**E-mail:** [geovia.support@3ds.com](mailto:geovia.support@3ds.com)

- **Russia**

**Tel:** +7 495 748 2090

**E-mail:** [geovia.support@3ds.com](mailto:geovia.support@3ds.com)



# 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](mailto: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

- **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 80 43067000

**Fax :** +91 80 41502353

**E-mail:** [PLMSupport.INDIA@3ds.com](mailto:PLMSupport.INDIA@3ds.com)

**Language:** English

**Address:** Dassault Systemes India Pvt Ltd, 7<sup>th</sup> Floor, Galleria Tower, Hotel Leela Palace, Old Airport Road, Bangalore 560 008, India

*Public Holidays: January 1st (New Year) | January 26th (Republic Day) | March 23th (Holi)| May 1st (Labour Day) | September 5th (Ganesh Chaturthi) | September 12th Idul Juha (Bakrid) | October 2nd (Gandhi Jayanthi) | October 11th (Dussehra Vijaya Dashami) | November 10th | November 12th (Deepavali Laxmi Poojan) | December 25th (Christmas)*

- **Japan**

**Supported countries:** Japan

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

**Tel :** +81 (03)-4321-3502

**E-mail:** [JP.Support.Tech@3ds.com](mailto:JP.Support.Tech@3ds.com)

**Language:** Japanese, English

**Address:** Dassault Systèmes K.K. - ThinkPark Tower 20F 2-1-1 Osaki, Shinagawa-ku- 141-6020 Tokyo - Japan

*Public Holidays: January 1st-4th (New Years Day) | January 11th (Coming of Age Day) | February 11th (National Foundation Day) | March 21st (Substitute Holiday of Vernal Equinox Day)| April 29th (Showa Day) | May 3rd (Constitution Memorial Day) | May 4th (Greenery Day) | May 5th(Children's Day) | July 18th (Marine Day)| August 11th (Mountain Day)| September 19th (Respect for the Aged Day) | September 22nd (Autumnal Equinox Day) | October 10th (Health-Sports Day) | November 3rd (Culture Day) | November 23rd (Labor Thanksgiving Day) |December 23rd (The Emperor's Birthday) | December 29th – 4th January (Year-end/New Year's Company Holidays)*

- **Korea**

**Supported countries:** Korea

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

**Tel :** 82 2 3270 7804

**E-mail:** [PLMSupport.KOREA@3ds.com](mailto:PLMSupport.KOREA@3ds.com)

**Language:** Korean, English

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

*Public Holidays: January 1st (New Year's Day) | February 7th -10th (Seollal Holiday) | March 1st (Independence Movement Day) | May 5th (Children's Day) / June 6th (Memorial Day) | August 15th (Liberation Day) | October 1st -7th (National Day)*

## **Customer Support Center Apriso**

**Supported countries:** China, India, Japan, Korea

**Tel:** +48 (12) 630 1041 (Poland)

**E-mail:** [support@apriso.com](mailto:support@apriso.com)

## Customer Support Center Geovia

- **Australia**

**Supported countries:** American Samoa, Australia, Bangladesh, Bhutan, Cambodia, Cook Islands, Fiji, Guam, Hong-Kong, Japan, Kiribati, Lao People's Democratic Republic, Malaysia, Myanmar, Nauru, Nepal, New Caledonia, New Zealand, Pakistan, Palau, Papua New Guinea, Samoa, Singapore, Solomon Islands, Sri Lanka, Taiwan, Thailand, Tokelau, Tonga, Tuvalu, Vanuatu, Vietnam, Wallis and Futuna Islands

**Tel:** +1 800 436 266

**E-mail:** [geovia.support@3ds.com](mailto:geovia.support@3ds.com)

- **China**

**Tel:** +91 033 4030 2600

**E-mail:** [geovia.support@3ds.com](mailto:geovia.support@3ds.com)

- **India**

**For supported countries:** Maldives, India

**Tel:** +91 033 4030 2600

**E-mail:** [geovia.support@3ds.com](mailto:geovia.support@3ds.com)

- **Indonesia**

**For supported countries:** Brunei Darussalam, Indonesia

**Tel:** +62 21 2965 9600

**E-mail:** [geovia.support@3ds.com](mailto:geovia.support@3ds.com)

- **Korea**

**Tel:** +82 2347 22261

**E-mail:** [geovia.support@3ds.com](mailto:geovia.support@3ds.com)



- **Philippines**

**Tel:** +63 2810 2543 or +63 2810 2544

**E-mail:** [geovia.support@3ds.com](mailto:geovia.support@3ds.com)



# America

## Customer Support Center

- **USA-Canada**

**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 (508) 263 9311 (International)

**Fax:** +1 704 264 8888

**E-mail:** [AG.NA-Helpdesk@3ds.com](mailto:AG.NA-Helpdesk@3ds.com)

**Language:** English

*Public Holidays: January 1st (New Year's Day) | February 3rd Monday (Presidents Day) | May Last Monday (Memorial Day) | July 4th (Independence Day) | September First Monday (Labor Day)| November Last Thursday & Friday (Thanksgiving)| December 25th (Christmas)*

- **Latin America**

**For supported countries:** Brazil, Argentina, Chile, Mexico

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

**Hours for Cloud priority cases:** From Monday 9:00 AM to Friday 5:00

**Tel & Fax:** +55 11 2348 9988 (Brazil)

**Languages:** Spanish, English

*Public Holidays: January 1st (New Year's Day) | February 3rd Monday (Presidents Day) | May Last Monday (Memorial Day) | July 4th (Independence Day) | September First Monday (Labor Day)| November Last Thursday & Friday (Thanksgiving)| December 25th (Christmas)*

## Customer Support Center Apriso

- **USA-Canada**

Tel: +1 877 246 9393 (Toll Free)

E-mail: [support@apriso.com](mailto:support@apriso.com)

- **Latin America**

Tel: +48 (12) 630 1041 (Poland)

E-mail: [support@apriso.com](mailto:support@apriso.com)

## Customer Support Center Geovia

- **Brazil**

Tel: +55 31 2128 7800

E-mail: [geovia.support@3ds.com](mailto:geovia.support@3ds.com)

- **Chile**

**Supported countries:** Argentina, Chile, Costa Rica, Ecuador, Puerto Rico, Venezuela

Tel: +56 22 899 8000

E-mail: [geovia.support@3ds.com](mailto:geovia.support@3ds.com)

- **Colombia**

Tel: +57 4320 0740

E-mail: [geovia.support@3ds.com](mailto:geovia.support@3ds.com)

- **North America**

**Supported countries:** Canada, Mexico, USA

Tel: +1 866 333 4367

E-mail: [geovia.support@3ds.com](mailto:geovia.support@3ds.com)

- Peru

Tel: +511 446 0733

E-mail: [geovia.support@3ds.com](mailto:geovia.support@3ds.com)

