DS DASSAULT SYSTEMES

3DEXPERIENCE®

R&D CUSTOMER SUCCESS
PREMIUM OFFER
Tailored expertize for critical business
& large enterprises

HOW DO YOU ADDRESS YOUR BUSINESS CHALLENGES AND IMPROVE YOUR PROJECT PERFORMANCE?

As Driving higher levels of business and IT complexity while deploying projects on time are the new standards. In this environment, relying on the best project deployment partner is essential to increase business agility and operate at peak performance.
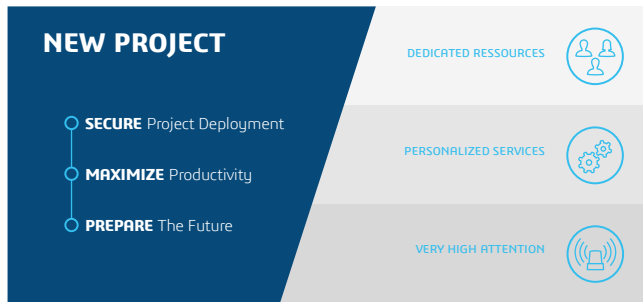
As a PREMIUM support customer, you get dedicated resources and key services throughout your project life cycle.

In addition to the services delivered through your essential support level, PREMIUM helps mitigate risks during your transformation.

What do you value as a company the most?

- Deploy on time for the first time a new technology
- Launch a new project in complex environment
- Maximize the production ROI
- Drive successfully the change to a growing number of users

Because your goals evolve throughout your project life cycle, PREMIUM delivers unique value at every step

NEW PROJECT

DEDICATED RESSOURCES

○ **SECURE** Project Deployment

○ **MAXIMIZE** Productivity

○ **PREPARE** The Future

PERSONALIZED SERVICES

VERY HIGH ATTENTION

SECURE PROJECT DEPLOYMENT

Every enterprise deployment needs a project plan that accounts for all elements that could impact risk, schedule or cost. The 3DS Customer Success organization is committed to provide you guidance and ensure that the DS deployment process and deliveries fit your project milestones.

Reduce non- compliancy risks

Before deploying DS Solutions, 3DS technical experts perform a healthcheck to assess that the environment you target is well aligned with Dassault Systemes pre requisites. This risk assessment includes guidance and recommendations. By managing the risk of deploying on an unsupported or poorly sized configuration, you avoid costly mistakes and build the future on a secured base.

Reach GO Live Target

Accelerate your deployment process through a dedicated Customer Success Advocate who represents your project timeline and success.

Your 3DS Customer Success Advocate helps define your deployment roadmap and acts on your behalf during the implementation phase. They ensure your project plan incorporates the best practices for deployment, safeguards your deployment milestones, accelerates your deployment cycle, and enhances solution reliability

MAXIMIZE PRODUCTIVITY

Once you are in production, the challenge is to optimize your Return On Investment. 3DS Customer Success organization helps you to boost and optimize your performance while avoiding disruption.

Boost ROI

Improve productivity through a continuous reliability improvement process. System stability and reliability are important elements in the development of products. Alleviate the pressure of unknown system performance. A 3DS

Technical Expert will provide the methodologies and expertise to properly identify and isolate the root cause for crashes, improving stability and keep your environment productive.

Increase productivity on real Customer environment through a continuous performance measurement and improvement process. Through a specific methodology, the 3DS Expert will test the ability of the solution to deliver a consistent experience to every user and ensures optimization of the working environment.

Control Downtime Risks

Minimize Production Down time thanks to a permanently accessible expert engaging all the company assets and providing high visibility on resolution. If you encounter a situation with serious consequences for normal business operations you always get a Senior Technical Expert from the 3DS Customer Success organization ready to provide you guidance on first steps to perform and serve as a focal point until the service performs as expected.

Save your Time and Efforts

Reduce iterations and improve resolution efficiency with a single point of entry, the Dedicated Technical Expert, who interacts on your behalf with DS R&D. This expert has deep 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. They are uniquely positioned to provide you recommendations to improve your workflows.

PREPARE THE FUTURE

3DS Customer Success organization makes it easier for you to introduce new innovations in a rapid manner and helps you accelerate innovation and maximize value.

Accelerate Access to Innovation

Access to Beta Program on Cloud. Accelerate and secure next upgrade by having a prior access to beta on cloud with zero installation cost.

Maximize ROI

Secure ROI to better plan next upgrade by having automatically an additional year of support granted.

SECURE PROJECT DEPLOYMENT

FEATURES	BENEFITS	ADVANTAGE	PREMIUM
Installation Doc & Best Practices	Best practices written by 3DS Experts about installing 3DEXPERIENCE Platform, managing security, data migration.	●	●
Major & Minor Releases	A new major release every year that includes new capabilities, features, and functions. New productivity enhancements, latest security, compatibility updates, and fixes.	●	●
Configuration Healthcheck	Foundation for a successful implementation set by an hardware and middleware configuration audit.		●
Customer Success Advocate	Customer focal point who helps define deployment roadmap and acts on Customers' behalf during implementation.		●

MAXIMIZE PRODUCTIVITY

FEATURES	BENEFITS	ADVANTAGE	PREMIUM
Online Resources & User's communities	Empowered users with online documentation, release notes, knowledge articles and user communities access.	●	●
Case Management	Lean and efficient case management. First answer delivered within 2 hours for a urgent case.	●	●
Phone Assistance 8x5	Timely answer with 7 call centers covering all regions around the globe.	●	●
24x7 Mission Critical	Accelerated return to operations in case of production down with 24X7 experts on call. An action plan is delivered within 4 hours.		●
Dedicated Technical Expert	Improved resolution efficiency with a single point of entry who interacts on Customer behalf with 3DS R&D.		●
Optimized System Availability	Improved productivity on Customer environment through a continuous reliability improvement process.		●
Improved Performances	Increased productivity through the continuous performance measurement and improvement process.		●

PREPARE THE FUTURE

FEATURES	BENEFITS	ADVANTAGE	PREMIUM
Support Duration - 3 years	Predictable release lifecycle with 3 years of support granted after GA and 1 optional year (available through additional fees).	●	●
Access to Beta Program on Cloud	Early access to 3DS latest innovation through the ability to test beta on cloud without installation cost.		●
Extended Support Duration - 4 years	Automatic 1 year of support extension granted.		●

Our **3D**EXPERIENCE® platform powers our brand applications, serving 12 industries, and provides a rich portfolio of industry solution experiences.

Dassault Systèmes, the **3D**EXPERIENCE® Company, provides business and people with virtual universes to imagine sustainable innovations. Its world-leading solutions transform the way products are designed, produced, and supported. Dassault Systèmes' collaborative solutions foster social innovation, expanding possibilities for the virtual world to improve the real world. The group brings value to over 210,000 customers of all sizes in all industries in more than 140 countries. For more information, visit **www.3ds.com**.

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