



CIDEON – engineering digitized.

CIDEON Managed Services

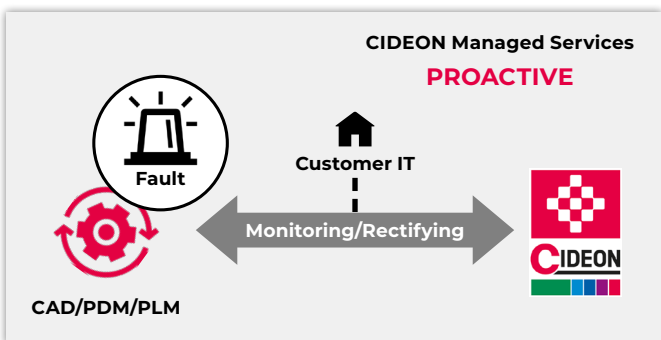
Quality, speed and reliability are essential in IT systems. Businesses need constant access to their data from fully-operational IT infrastructure.

After implementing CAD/PDM/PLM systems with CIDEON, system responsibility and user support is transferred to your IT department. This places major challenges on your IT department to acquire additional resources and new skills and knowledge on operating systems, interfaces, databases, clouds and licensing issues, as well as on how the software solutions are integrated.



Highlights

- Greater system resilience
- Automated notifications in the event of malfunctions
- Fast response times from CIDEON
- Single point of contact
- Budgetable costs
- Specified service and response times
- CIDEON support team with expert product and process know-how
- Latest CAD/PDM/PLM software versions from CIDEON



CIDEON Support provides two different services: CIDEON Support Services for reactive support, and CIDEON Managed Services for proactive support.

CIDEON Managed Services are based on automated 24/7 monitoring of your CAD/PDM/PLM software. We quickly identify abnormal system conditions and can initiate measures at an early stage by directly accessing your systems during regular support service hours using the latest remote technology.



Provided Services

We Provide Support and Your own IT Department can Focus on its Core Business

CIDEON Managed Services support your IT department and undertake administrative tasks for your system and user support. You get instant help with problems and queries concerning your individual software environment via our expert know-how on all CIDEON software solutions and the interfaces connecting them. Due to our close cooperation between CIDEON support department, as well as consulting and development departments and the direct contact and exchange with manufactures we can assist and help you fastly around all your individual software environments.



ITIL – Information Technology Infrastructure Library

ITIL is the world's most widely used method of IT management. We use its library of predefined processes, functions and roles to identify, plan and deliver support services that are perfectly tailored to your needs.

CIDEON Monitoring as a Service

- 24/7 monitoring of your CAD/PDM/PLM systems and IT infrastructure equipment
- Setup, programming and continuous further development of monitoring sensors
- Initiation of fixes for all tickets/events arising from CAD/PDM/PLM system monitoring
- Use of PRTG monitoring software Paessler PRTG



CIDEON Participation in Customer Ticketing System

- Event notification via initial push email to CIDEON
- Faster response times via direct user contact
- No effort for ticketing in the CIDEON Service Portal

CIDEON Account Service Team

- Regular, scheduled meetings between CIDEON staff and your employees
- Clarification of outstanding tickets
- Liaising with project teams on planned software updates and upgrades
- Escalation management



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