



CIDEON – take the value perspective.

CIDEON Support and Managed Services

Quality, speed and reliability of IT applications is a key success factor

The unrestricted operability of the IT infrastructure you use ensures the constant availability of relevant business data – this is a top priority in companies.

The responsibility for solution-oriented system and user support for your CAD/PDM/PLM implementation project with CIDEON will be transferred to your IT department after productive go-live. However, comprehensive services for new systems require additional resources and the development of additional expertise, such as knowledge of operating systems, interfaces, databases, clouds and licensing issues as well as the integrative relationships of the software solutions. This is a major challenge for your IT.

CIDEON support offers

Product support	Solution support	Managed Services
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Highlights

- Relief for your IT staff
- Very good accessibility of our dedicated support department
- Deep product and process understanding of our support team
- Single point of contact
- Always up-to-date CAD/PDM/PLM- software from CIDEON

Your IT focuses on their own core business - we take care of your support

Our support offers support for the full functional reliability of the CIDEON solutions and applications implemented at your site. In this way, we help to optimize your added value with outstanding performance and, above all, sustainability of your investments.

With our individual service level agreements for outsourced CAD/PDM/PLM support, we always offer the best solution for your company.



PROCESS CONSULTING

ENGINEERING SOFTWARE

IMPLEMENTATION

GLOBAL SUPPORT

CIDEON Customer Care

Everything from one experienced source

The interaction of different software products is complex and often the cause of a problem is not directly identifiable. The CIDEON Customer Care employees stand by your IT and take over administrative activities for your system and user support. With the know-how about all CIDEON software solutions and the interfaces connecting them, we relieve you through the close cooperation of our Customer Care with our Consulting or our Development as well as through the direct exchange with the manufacturers. In this way, you receive fast help with problems and questions concerning your individual software environment.



ITIL – Information Technology Infrastructure Library

We follow the most widely used approach to IT management in the world: using the collection of predefined processes, functions and roles contained in ITIL, we identify, plan and deliver our support services perfectly tailored to your needs.

With CIDEON Managed Services we always keep an eye on your running CAD/PDM/PLM environment and support the permanent operational reliability of your software. The CIDEON Customer Care team takes over the system-supported and proactive monitoring of many automated processes of your CAD/PDM/PLM implementations. In this way, we detect conspicuous system states proactively and not only when required. This allows us to initiate measures at an early stage by directly accessing your systems with state-of-the-art remote technology and making necessary adjustments.

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24/7 ticket system

- System language German or English
- Initial ticket creation (submit service requests)
- View status of service requests
- Provide feedback on service requests
- Acknowledge tickets (close)
- Additional queries/contact via e-mail and telephone

Service catalog

- Modular service catalog - you only pay for the services which are required and which you have booked
- Support services (reactive, e.g. classic user support) and managed services (proactive, e.g. monitoring of job server, conversion engine, etc.)

Professional and media-interruption-free handovers

- If desired, all necessary information can be transferred by the CIDEON Consulting to the service phase during the project phase.
- Clear agreements between CIDEON Customer Care employees and CIDEON project employees
- On request cooperation of the Customer Care already during the project phase

Contractual safeguarding

- Concrete service description and duration
- Defined service and response times
- Annual review and adjustment of the scope of services
- Individual service level agreement possible

