



Cideon – engineering digitized.

## Cideon Support Services

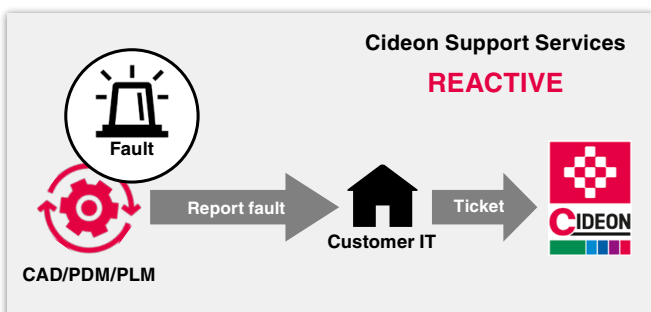
Quality, speed and reliability are essential in IT systems. Businesses need constant access to their data from fully operational IT infrastructure. The unrestricted operability of the IT infrastructure you use ensures the constant availability of relevant business data - this is a top priority for companies.

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

- Easy to contact dedicated support team
- Support team with expert product and process know-how
- Single point of contact
- Modular catalog of services
- Latest CAD/PDM/PLM software versions from Cideon
- Individualized service level agreements available



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

**Cideon Support Services provide reactive support from our team of support staff. Requests are made via a ticketing system and we provide support based on our expertise in Cideon software solutions and Cideon interfaces.**



# Performance Overview

## The Following Services are included in all Cideon Support Services Packages:

- Cideon Service Portal (24/7)
- Fast response times from a dedicated support team
- Latest ticket status information available at all times
- Support for queries on applications, installation and system, as well as on licensing and user accounts



### 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 Support Creation

Includes support for Autodesk and Cideon CAD solutions.

## Cideon Support Data Management

Includes support for Autodesk PDM, SAP PLM, Revalize PRO.FILE, Cideon PDM/PLM solutions.

## Cideon Support Premium

Includes services from Cideon Support Creation and Cideon Support Data Management.



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