

Technical Support Services

Spatial provides technical support to application developers, ensuring quality implementations, increased productivity and accelerated time-to-market. Support Services include product updates, FAQ's, and web and phone support direct from Spatial technical experts.

Spatial offers a variety of package options from basic services to custom packages designed to fit organizational and budget needs.

Key Features

- Quick guidance for identifying correct API usage
- Multiple packages to meet your development needs
- High visibility and prioritization of your defects
- Fast delivery of defect corrections
- Implementation troubleshooting reduces time-to-solution

Support Features	Classic	Boost	Select	Partner
CRM Access Accounts	2	3	4	10
Key Benefits				
• Quick Questions	unlimited	unlimited	unlimited	unlimited
• Program Guidance Questions	12	24	36	custom
• Hot Fix Requests	1	4	10	custom
• First Response Time Commitments	✓	✓	✓	✓
Downloads				
• Development Stream Drops	N/A	N/A	N/A	✓
• Hot Fixes	✓	✓	✓	✓
• Service Packs	✓	✓	✓	✓
• Major Releases	✓	✓	✓	✓
Incident Submission				
• Questions	✓	✓	✓	✓
• Defects	✓	✓	✓	✓
• Enhancements	✓	✓	✓	✓
Communication				
• Email/CRM Communication	✓	✓	✓	✓
• Phone Communication	✓	✓	✓	✓

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

Dassault Systèmes, the 3DEXPERIENCE® 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 190,000 customers of all sizes in all industries in more than 140 countries. For more information, visit www.spatial.com.

