

The background of the top half of the page is a blue-toned topographic map of the Asia Pacific region, showing the outlines of India, China, and Southeast Asia. A bright white beam of light originates from the top left and shines across the map towards the bottom right. In the top left corner, there is a white rectangular box containing the Siemens logo.

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GTAC Services – Asia Pacific

A guide to support services from the Siemens PLM Software
Global Technical Access Center (GTAC) – Asia Pacific

www.siemens.com/plm



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GTAC Services – Asia Pacific

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The value of software maintenance enhancements and support

Welcome to the Siemens PLM Software family of productive users! Siemens PLM Software's solutions represent a unified approach to extended enterprise collaboration that enables all participants in your product lifecycle to work in concert as you bring products to market and support your customer base.

Software maintenance, enhancements and support are essential for your successful utilization of Siemens PLM Software solutions. When you purchase maintenance, you are entitled to the following components to ensure that you maximize your effective use of our software.

Major releases of software with new features, functions, and software corrections. New releases provide the latest and most productive tools and technology to improve your product development process. Every major release includes significant new features and corrections for software errors found in earlier releases. Major releases can include significant changes in data architecture to take advantage of new technology.

Point releases of software with software corrections and limited new features. Point releases, made available as needed between major releases,

provide you with timely corrections for software bugs, plus enhancements to existing features, and sometimes even new features. Point releases do not include changes in data architecture. We normally only offer this for the current release and previous major releases. Maintenance of releases older than that can only be offered through Premium Extended Maintenance at a surcharge.



Prompt and effective telephone-based technical support. Your calls are routed directly to technical support engineers who have the knowledge and skills to understand, investigate, and resolve problems quickly. Phone-based support includes problem escalation, management visibility and the input process for reporting software errors and enhancement requests.

Web-based technical support. Our customer support web pages provide instant access to problem reporting, a symptom/solution database for FAQs, tips, techniques, and software error listings. They also enable you to track progress on open issues, download and upload files, participate in news groups and access certification information about software and hardware configurations. In addition, our web pages provide e-mail subscription services for support bulletins and other critical technical information, as well as access to a technical newsletter with useful tips and techniques.

Our support team, the Global Technical Access center (GTAC) – Asia Pacific, has the following mission: To increase our customer's productive use of our software by providing responsive and specialized support. Your software maintenance payment and our commitment to you – our customer – drives this overarching value.

GTAC - Asia Pacific value proposition



The value of GTAC – Asia Pacific technical support services to the –

End user is:

- Having all support requirements satisfied by product experts through a local country access number
- Working with GTAC – Asia Pacific support agents who are closely involved with the product lifecycle and take ownership of the problem until it is resolved
- Leveraging a full range of problem resolution tools and services
- Leveraging electronic services on a 24 x 7 basis with unlimited usage including:

Newsgroups and conferencing

Incident reporting and status

A symptom/solution knowledge database for information queries

Reporting of errors or requests for enhancements from within many of our products

GTAC Quarterly technical newsletter

Software Field Bulletins (SFBs)

Online documentation

Patches and software releases available for downloads

E-mail subscription of technical information as it becomes available

FTP server for data downloads and uploads

License file retrieval and emergency license generation

Access to all electronic tools and services via a WebKey account

Manager is:

- Reducing the distraction and the time consumed with unassisted problem diagnosis and resolution
- Engaging in a more productive work environment resulting in increased efficiency
- Receiving software updates and maintenance releases as part of the standard maintenance service contract
- Automatic call tracking and escalation procedures for all incidents or problems reported

Executive manager is:

- Gaining profit margin resulting from increased productivity and efficiency
- Experiencing product quality and delivery times that exceed expectations
- Working with a single vendor who can facilitate every support requirement and administer it with a simplified contract

Support services overview



GTAC is your focal point for post installation software support. GTAC is organized into specialized teams that support specific product disciplines. Using this service, your call will be logged, traced and followed until resolved. In some instances, the solution to your problem or answer to your question may already exist and can be readily provided.

Telephone support – When you call your country local support number Monday – Friday 9:00 am – 5:30 pm, your call is answered by our local support agent directly. And when you call our Pune Support Center, your call is answered by automated attendant. You will be asked to select a support option. At that point, you can select the option that corresponds to your specific need. An Incident Report (IR) will be opened for you to record and track your request. Keep this number for your records and later reference if the issue is not immediately resolved.

If you use a distributor, contact your reseller and ask about the process to follow for getting support. Refer to the list of global support telephone numbers for the support number in your area.

Language option - In telephone support, we provide two language options for you to choose. You can select either English or your local country language. If you select local language, the call will be directly handled by our local support agents. If you select the English option, the call will be routed to our Pune Support Center, and then the system will ask you to select the product and redirect you to an appropriate product support agent.

Product selection option - If you use the Pune Support Center directly, the system will ask you to select which product you require support for. After you have selected, it will route the call to the related support group. The engineer who takes the call is dedicated to your selected product.

Email support option - In Asia Pacific, we also provide an email support option for customers. You can send your question to your local country email address. Please refer to the list of global support contacts in your area.

Web support option – For all direct customers, we provide a Call Management web service. The Report an Issue and Inquire the Status of an Issue options are under the Call Management menu. All reported issues will be handled by our Local Support Agents, with the Global support team as backup if necessary. You can track the reported issue status at any time through the Call Management system. If you use a distributor, your distributor will help you to submit your request.

Pune Support Center – India



A new Asia Pacific Support Center has been established in Pune, India.

It provides a more dedicated support service for our Asia Pacific customers. Below are the benefits of the Pune Support Center:

Time zone – As the Asia Pacific Support Center is located in India, it is in same time zone as Asia. We have also extended the Pune Support Center service time to cover countries including Japan and Australia. This ensures when your issue is submitted the Pune Support Center can take your call or Incident Report and handle it immediately.

Dedicated support – A dedicated support team is located in the Pune Support Center. The team focuses on their assigned product and support role with the support engineer handling and following up your issue from start to resolution.

Closer to product development – Part of our global product development team is located in the Pune facility. For certain issues, the support engineer can work directly with the development team significantly reducing the problem resolution time.

Expandable for customer growth – For the expected long-term company growth and our customers' extended use of our PLM applications, additional support resource will be required. Pune Support Center is able to expand to accommodate future company and customer growth and the increased demand for support.

Hardware and infrastructure – A considerable investment has been made in hardware and related infrastructure for the Pune Support Center. A comprehensive number of supported platforms can be simulated helping to reduce the time to identify issues.

Asia Pacific unique functions



Local language support – We provide multiple local language support including English, Japanese, Mandarin and Korean. You can use your familiar language to raise your question and the local support engineer will directly respond to your call. The local support engineer will help you to communicate to our overseas support agents thus reducing any language barriers and encouraging maximize utilization of our support service.

Support account management (SAM) – A Support Account Manager is assigned to each country to focus on customer care. The Support Account Manager will take care of all customer concerns or issues that cannot be supported in the usual support process. They will be able to understand the customer's actual situation and help escalate issues if necessary to the related area.

Customer survey program – To further understand customer satisfaction of our daily support, we execute a customer survey program in Asia Pacific to directly collect feedback from the user level. After an Incident Report is closed, you will receive a survey invitation e-mail. Therefore, you can provide feedback

based on a particular issue. At the same time, based on the feedback, GTAC management can take actions immediately. We can continue to improve our support service daily.

Technical knowledge sharing – Our local team handles and solves all Asian customer reported issues. A quantity of issues is specific to Asian customer and the local technical knowledge is shared within the countries support engineers. This then improves the problem solving efficiency and technical knowledge of the local support engineer.

Phone network and call management system – Enhanced phone network and Call Management System to fit local support plus Pune Support Center configuration. All calls are based on the customers' selection to route to the appropriate support engineer.

Partner management – GTAC – The Asia Pacific team provides a strong backup for all countries local Partners. Customers who receive their support through our Partners can be assured they have the backup of our Asian and global support.

One stop electronic support shop

This section describes the support services and tools available on our GTAC support site. You will need a WebKey account to access these services.

Solution Center – We provide a knowledge based information query service where the accumulated knowledge of the GTAC support staff is available online, 24 hours a day. Many of its articles are based on problems or questions submitted by our customers. It is updated with new articles and current technical information daily.

Software field bulletins (SFBs) – The SFB provides technical tips, updates, workarounds, and vendor hardware and software release certifications. These technical information bulletins are available through the Solution Center knowledge based search engine and the SFBMAIL Electronic Distribution List.

Problem report (PR) status – Incident reports (IRs) that uncover software errors are converted into problem reports (PRs) and sent to development for correction. Initially, we provide the customer who reported the problem with an email confirmation notice. Subsequently, we notify the customer when the problem has been fixed or resolved.

Call tracking – To facilitate online call status, we provide a web-based call handling tool called QTAC (Query the Technical Access Center). This tool enables customers to view the latest status of their reported issues. A simple authentication scheme controls access and guarantees the privacy of all customer data.

Download and upload files – From our web page, you have the option to download or upload files using ftp, http or https. You can quickly send us your data when you need us to analyze problems. You can also download programs, full releases, maintenance releases, patches, drivers, documentation, bulletins and other information using ftp or http protocols. All you need is a WebKey account to gain access.

Certification information – We provide a guide to the currently supported revisions of operating systems and associated vendor software products, graphics and related hardware products. You will find current and previously certified systems and configuration information for all of our offered products.

Documentation – You can access online documents including release notes, user guides, README files, deployment guides, tutorials, other product guides and technical information. You will also find our technical newsletter, the GTAC Quarterly, which is written and produced by GTAC and distributed electronically. A PDF file for each newsletter issue is available and can be downloaded and printed.

Electronic call entry – This call handling tool enables you to electronically log support calls with GTAC via the web. You will be immediately assigned an IR number, which you can use to reference that



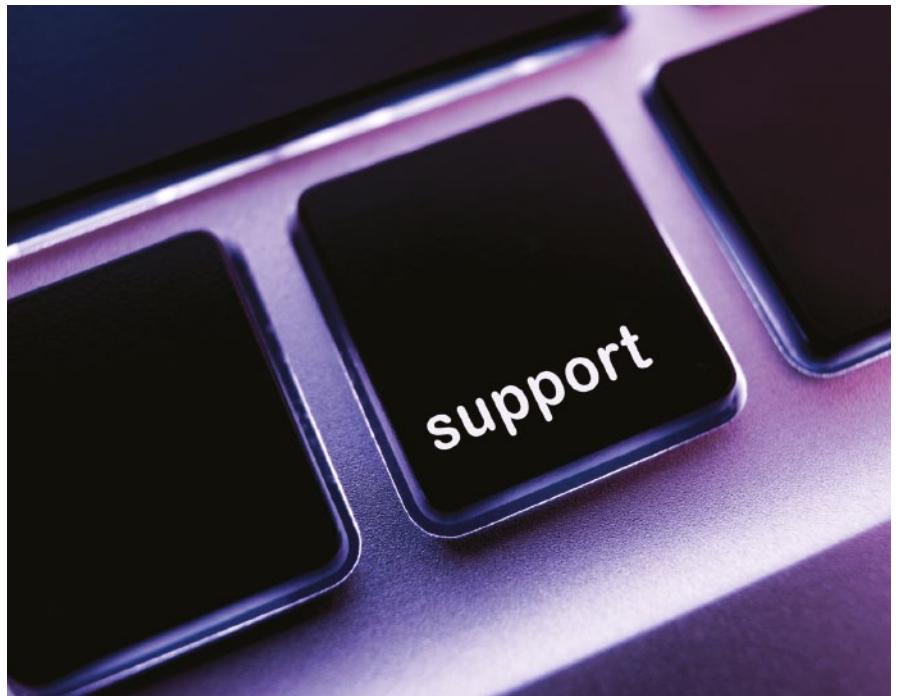
incident report. If you are supported by a distributor or reseller, you need to contact your distributor or reseller to inquire about the support process. Often your reseller can log an IR for you.

Newsgroups and conferencing –

An electronic forum for exchanging information relating to our product lines is available. To help you use the products more effectively, you can exchange ideas or ask questions and get responses from other users, our GTAC support staff, developers, technical sales support, marketing or the user community.

License retrieval and emergency licenses –

You can use these tools to obtain an electronic copy of your license file as needed to run your licensed software. You can also request an emergency license file valid for 7 days on any machine if your situation requires it.



Handling customer data



Siemens PLM Software will not allow non-U.S. citizens or non-green card holders to view the customer supplied data without written permission from the customer.

How Siemens PLM Software handles and protects your data

Data is often required to diagnose customer usage problems or to duplicate a problem that may be a potential software defect. In these situations, we ask you to electronically send us the part file and any other associated files containing useful information, such as syslog files or macros. We ask you to transfer these files, via ftp, http or https protocols, to the GTAC directory on our ftp server. You will need to have a WebKey account to access these tools.

Siemens PLM Software takes receipt and control of these files and your data very seriously and has a set of procedures in place that control who is authorized to view the supplied data. The Siemens PLM Software Export Compliance Procedures have been designed to fully comply with the United States Export Administration Regulations (EAR). We treat all customer data as export sensitive until it is specifically identified by the customer and an Export Compliance Control Number (ECCN) issued.

Data covered by International Traffic in Arms Regulations (ITAR) cannot be copied from the secure storage directory. Accordingly, only a Siemens PLM Software employee who is a U.S. citizen or permanent resident is permitted access to this data. While this protective measure makes for an ITAR compliant process, it relies on the customer to responsibly classify their data.

When a non-U.S. citizen or non-green card holder requests access to the customer data for the purpose of investigating a problem or solution, Siemens PLM Software sends a request to the contact person or customer who reported the issue or owns the data. The request consists of an explanatory letter and a form to be filled out by the customer or data owner and returned to Siemens PLM Software. This form is known as the Export Control Classification Number (ECCN) form. It is sent via e-mail in PDF format. The sender is identified as gtac_ec.

E-mail subscription lists



Our e-mail subscription service keeps you informed of pertinent technical and training information automatically and in a timely manner. There are currently four electronic mail distributions available that are regularly updated and sent to all subscribers.

Newsletter – notification and a link to the latest issue of GTAC Quarterly. You can view the newsletter using a browser, or download a PDF file for viewing and printing using Adobe Acrobat Reader.

SFBMAIL – all software field bulletins (SFBs) are distributed as soon as they are posted in the Solution Center database to the SFB collection under the specific product.

Summary – a weekly summary list containing the document ID and a short description of new Solution Center articles and a monthly summary of new SFBs. You can click on any article title listed in the SUMMARY report and your web browser will activate and bring up the contents of that article from our Solution Center knowledge database.

myLD-News (Learning and Development Newsletter) – Learning and Development distributes a newsletter about upcoming training and workshops organized by global or zone-wide acting functions or countries. It also contains a brief recap about previous training and workshops as well as news, announcements, tips and hints.

To initiate your subscription to any or all of these 4 mailing lists, go to our support page under Featured Services and access our web interface to the mailing list utility. You will need a WebKey account to access the web interface.

Or you can subscribe to the mailing lists by sending an e-mail message to the addresses shown below. You will need to send a separate message for each list. The message and subject line should be blank.

- newsletter-subscribe.plm@siemens.com
- sfbmail-subscribe.plm@siemens.com
- summary-subscribe.plm@siemens.com
- myld-news-subscribe.plm@siemens.com

To remove yourself from any list, you can go to our support page under Featured Services and access the web interface or send the following e-mail messages:

- newsletter-unsubscribe.plm@siemens.com
- sfbmail-unsubscribe.plm@siemens.com
- summary-unsubscribe.plm@siemens.com
- myld-news-unsubscribe.plm@siemens.com

WebKey accounts



What is a WebKey account and why is it important?

A WebKey account is a custom account that will give you access to GTAC web tools and services including:

- License file retrieval
- Emergency license file request
- Newsgroups
- E-mail subscription lists
- Downloads of software and patches from the FTP server
- Certification information for our products
- Solution Center – our searchable symptom/solution information query database
- Electronic call handling
- Documentation

How can I obtain a WebKey account?

Your WebKey account is your personal, single point of authentication that will allow access to product information and associated support tools. To request a WebKey account, select the WebKey link on the GTAC support page or select the option to “Create account” from any WebKey login page.

Once you have your account, you will only need to enter it once per browser session.

Where can I download full releases of software?

Full downloads of our products are available to you via the FTP Server. This server supports the http, https and the ftp protocols. Anonymous FTP is not supported; you must have a WebKey account to access this system. Full downloads have a further restriction in that your IP address must be registered with your Customer Account Analyst (CAA) and downloads must occur from that system only. Maintenance releases, patches, service packs, updates, and other files do not have this restriction.

Who do I contact for help with my WebKey account?

If you encounter problems with the creation or use of your WebKey account, call your local office for help.

Support telephone numbers

ASEAN:
+65 6843 1073
aseanhotline.plm@siemens.com

AUSTRALIA:
1300 519 144 or +61 7 3849 7866
<http://helpdesk.phoenxplm.com.au>
1300 883 653 or +61 3 9532 0700
<http://www.edgeplm.com.au/support.html>
1300 790 661 or +61 2 9484 7837
<http://www.endurasim.com.au>

CHINA:
+800 810 1970
helpdesk_cn.plm@siemens.com

HONG KONG:
+852 2230 3322
helpdesk_cn.plm@siemens.com

INDIA:
+1800 102 4822 or +91 020 40282100
indiahotline.plm@siemens.com

JAPAN:
+81 3 5354 6700

KOREA:
+82 02 559 5854

NEW ZEALAND:
+64 9 524 6890
<http://helpdesk.phoenxplm.com.au>
0800 440 684 or +61 3 9532 0700
<http://www.edgeplm.com.au/support.html>
+61 2 9484 7837
<http://www.endurasim.com.au>
+64 3 3595 298 or +64 2 7436 9179
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About Siemens PLM Software

Siemens PLM Software, a business unit of the Siemens Industry Automation Division, is a leading global provider of product lifecycle management (PLM) software and services with nearly 6.7 million licensed seats and 69,500 customers worldwide. Headquartered in Plano, Texas, Siemens PLM Software works collaboratively with companies to deliver open solutions that help them turn more ideas into successful products. For more information on Siemens PLM Software products and services, visit www.siemens.com/plm.

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