

# SOLIDWORKS SUBSCRIPTION SERVICE PROGRAM

*OPTIMIZE YOUR INVESTMENT IN SOLIDWORKS APPLICATIONS*



The SolidWorks® Subscription Service Program gives you immediate access to new SolidWorks software releases and upgrades, enhancement request privileges, live technical support, and comprehensive online resources to ensure you get the most from your 3D design experience.

## **Why subscribe?**

Optimize your 3D experience and support your design team with resources to help them work faster and smarter, and transform your product development into business success. Support, upgrades, new versions, special releases, add-on features, webcasts—all designed exclusively for SolidWorks Subscription Service members—improve your performance and productivity with an intuitive 3D design experience, giving you a competitive advantage.

SolidWorks Subscription Service Program provides:

- Automatic upgrades for your licensed SolidWorks software
- Live technical support from your local authorized Value-Added Reseller (VAR)
- Software enhancements designed for Subscription Service members
- Access to the web-based Customer Portal for SolidWorks products and resources
- Access to privileged content on My.SolidWorks.com, where users can find resources and expertise from the entire SolidWorks Community

# “SolidWorks Subscription Service resources allow me to participate fully as a member of the SolidWorks Community.”

– R. Mark Achtner, Engineering Manager, Miller Electric Mfg. Co.

## SOLIDWORKS CUSTOMER PORTAL

Gain full access to a broad, easy-to-search, web-based repository of in-depth information and resources, with multiple language support, to maximize your productivity.

### Service Requests (SRs)

Send incident reports directly to Technical Support for quick resolution. View status with SR tracking numbers.

### Software Performance Reports (SPRs)

Submit incident reports of confirmed software issues to our development team. View status with SPR tracking numbers and monitor issue resolution in documented service packs.

### Knowledge Base

Find answers to your questions quickly and easily. Our powerful search engine explores an extensive library of technical data, such as solutions, help topics, tech tips, and best practices.

### Customer Experience Programs

Access programs that invite your opinions and preview SolidWorks beta versions and upcoming SolidWorks Early Visibility (EV) Service Packs.

### Enhancement Requests

Influence development of SolidWorks software. Some 90 percent of new enhancements come from customer suggestions. Based on requests, we add enhancements and functionality to address trends and provide exactly what you need.

### Technical Content

Access all our archives, from webcasts and tech tips to administrative guides and technical presentations.

### Discussion Forums

Connect with the SolidWorks Community in a broad range of discussion topics on virtually all facets of SolidWorks software.

## LOCAL TECHNICAL SUPPORT

Access live technical support from your local authorized SolidWorks reseller, including telephone assistance with product features, commands, installation, and troubleshooting. The SolidWorks network supports customers from nearly 400 resellers in 71 countries, delivering the highest level of service.

## NEW SOFTWARE RELEASES

Receive the latest SolidWorks software to improve your performance and productivity. Leverage innovative tools and leading-edge techniques to create designs faster and more accurately.

## SUPPORT FOR PREVIOUS VERSION

With SolidWorks Subscription Service, you are welcome to continue to run and receive support for the prior and the current SolidWorks releases. This policy minimizes production delays and eases your transition to the latest release.

## SOFTWARE UPGRADES

Stay current with SolidWorks service pack upgrades that address important issues reported by the SolidWorks Community.

## CSWP AND CSWA EXAMS

The CSWP (Certified SolidWorks Professional) and CSWA (Certified SolidWorks Associate) exams validate user proficiency and help managers highlight areas for training. SolidWorks Subscription Service Program members can take one free exam to help your design team maximize SolidWorks capabilities.

## LEARN MORE

To learn more about SolidWorks Subscription Service Program, visit [www.solidworks.com/subscription](http://www.solidworks.com/subscription) or contact your local authorized SolidWorks reseller.

## Our 3DEXPERIENCE Solutions powered by our brand applications serving 12 industries

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 150,000 customers of all sizes in all industries in more than 80 countries. For more information, visit [www.3ds.com](http://www.3ds.com).

Visit us at [3DS.COM/SOLIDWORKS](http://3DS.COM/SOLIDWORKS)



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