

The background of the entire page is a photograph of a man and a woman in a professional setting, smiling and looking at a laptop. The image is overlaid with several white geometric shapes: a large circle on the left, a large triangle on the right, and a large triangle at the bottom right. The bottom-right triangle contains a blue network diagram with nodes and connecting lines.

TECHNIA

ADDNODE GROUP

**SUPPORTING YOUR
ENGINEERING &
SOFTWARE NEEDS**

EXPERIENCE MATTERS



1. INTRODUCTION

TECHNIA Customer Care (TCC) team consist of highly qualified consultants who are users of the software we support within our own engineering business. That means we can relate to all of your issues, and know the best way to support them.

We provide:

Self Support

- TCC platform: tcc.technia.com
- Find answers to frequently asked questions, troubleshoot your product and more. Available 24 x 7 x 365.

Assisted Support

- Email Support (via support@technia.com) is available Monday through Friday from 04:00 CET
- Remote diagnostics via secure connections.
- Operating system and hardware support for workstations and peripherals.
- Dedicated weekend coverage available upon request.
- Full service, multilingual support for over 5 languages during office hours. This includes German, Hindu, Norwegian, Swedish, in addition to English. Outside local office hours, support is in English.

Product Updates

- Keep up-to-date. Make sure you update your products to enjoy all the benefits, including optimal performance and improved features.

Support Services

- Instant access to TECHNIA experts, delivering a high value service for your business.

Opening hours:

Monday - Friday
04:00 - 22:00 CET (03:00 GMT to 21:00 GMT)

Out of hours:

Submit a support ticket

Other benefits provided via TCC website:

- Download of fixes, patches and refreshes upon request.
- Knowledge Base (>200,000 articles), installation Docs and Best Practices, Lifecycle information, Video Tutorials, Release Notes, License Requests.
- Virtual Machine (VM) configured to replicate your set-up.
- Training and on-site consultancy support.
- Telephone & remote support, email, and web portal.

The TECHNIA Customer Care website offers links to:



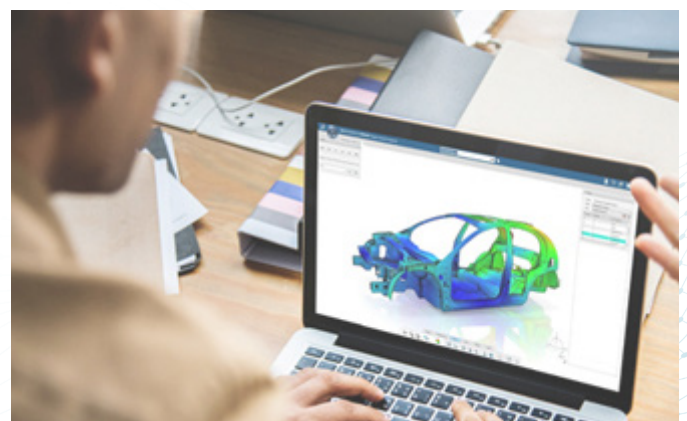
Software Downloads



License Requests



FAQ



2. GENERAL SUPPORT PACKAGES

	Advantage (included in ALC)	Premier	PremierPlus	Enterprise	A la Carte
Product updates	✓	✓	✓	✓	✓
3 years support	✓	✓	✓	✓	✓
Self support (Service Desk)	✓	✓	✓	✓	✓
Community support	✓	✓	✓	✓	✓
Assisted support (online, email and phone)	✓	✓	✓	✓	✓
18x5 support	✗	✓	✓	✓	✓
Designated personnel	✗	✓	✓	✓	Points based system available on request
Hosting of test/verification environment	✗	✓	✓	✓	
Production health check	✗	✓	✓	✓	
Analysis of fix pack implementations	✗	✓	✓	✓	
License management	✗	✓	✓	✓	
Source code management	✗	✓	✓	✓	
System management assistance	✗	✗	✓	✓	
Case management assistance	✗	✗	✓	✓	
Development services	✗	✗	✓	✓	
Dedicated technical manager	✗	✗	✓	✓	
Extended solution services	✗	✗	✗	✓	
Sustaining development	✗	✗	✗	✓	
Solution support for End Users	✗	✗	✗	✓	

3. HOW TO LOG AN ISSUE

There are a number of ways you can raise a support request:

- By phone
- By email
- Online via the helpdesk portal

Raising a support request via the Helpdesk portal or email ensures the fastest response from our support team. Once your issue or request is received, we will:

- Open a new support ticket
- Establish the full details
- Log the issue in the database
- Assign an urgency level
- Issue you with a ticket reference

Once logged, your issue will be allocated to a dedicated team member who will contact you as soon as possible.

CONTACT TECHNIA SUPPORT



Submit support ticket
tcc.technia.com



Email enquiry
support@technia.com



Telephone enquiry (UK)
+44 (0) 1908 776776



Telephone enquiry (Nordic)
+46 8 599 204 44



Telephone enquiry (DACH)
+49 721 97043 - 35



Telephone enquiry (US)
+1 888 789 6177

4. WE ARE WHERE YOU ARE



TECHNIA Customer Care Team

With over 680 professionals in the domain of Design/Engineering, Simulation, PLM and Manufacturing around the globe, we are wherever you need us. Our teams include Consultants, Developers, Trainers/QE, CAD AE, Project Managers, Solution Architects and Program Managers.





5. WHAT MAKES TECHNIA DIFFERENT?

At TECHNIA, we pave the way for your innovation, creativity and profitability. We combine industry-leading Product Lifecycle Management tools with specialist knowledge, so you can enjoy the journey from product concept to implementation. Our experience makes it possible to keep things simple, personal and accessible so that together we transform your vision into value.



18x5 Live Support



Multilingual



Knowledge Base



Certified Experts

Our Expertise

TECHNIA is a PLM company that is committed to making technology and innovation work in a practical world. This is demonstrated by the resources that we apply to developing exceptional capability in the latest software and process developments. We learn before our customers have to, seeking out and identifying the advantages that new products and processes can offer, often within our own business before we later apply it to our customers.

Our Dassault Systèmes Partnership

As a Dassault Systèmes Platinum Partner, TECHNIA's success has been achieved through the knowledge gained by using the products we sell, enabling us to deliver expert engineering services to clients whilst understanding, first-hand, the critically important user experience. The result; superior product implementation, services and training that drive success and enable customers to achieve the best return on their investment.

Our TECHNIA Software

At TECHNIA, our goal is to help you make product creation what it should be – easy. We're proud to develop and deliver a portfolio of products that help you adapt and configure Dassault Systèmes' software, such as 3DEXPERIENCE, ENOVIA & CATIA, to suit your individual business needs.

Our People

TECHNIA is a people-centric business in a world of technology. We encourage and support our team to be as active at honing their support skills as they are growing their technical engineering experience and industry knowledge.

Our Responsibilities to Quality & Environment

We take our responsibility to the world around us seriously. TECHNIA is certified according to the ISO standards 9001:2015 and 14001:2015 for below sites. This guarantees that the way we work with quality and our environmental impact is continuously improved and objectively reviewed.

