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Siemens PLM Software



# GTAC Services

A guide to support services from  
the Global Technical Access  
Center (GTAC)



[siemens.com/gtac](https://www.siemens.com/gtac)



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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 life-cycle 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 technical newsletter articles with useful tips and tricks.

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



# GTAC value proposition

The value of GTAC technical support services to the –

## End user is:

- Having all support requirements satisfied by product experts through a single access number
- Working with GTAC 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

Technical newsletter articles

Software Field Bulletins (SFBs)

Online documentation

Patches and software releases available for downloads

E-mail subscription of technical information as it becomes available

A 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 GTAC at 1-(800)-955-0000 or +1 (714) 952-5444 Monday – Friday 5:00 am – 5:00 pm PT, your call is answered by an automated attendant. You will be asked to key in your SoldTo ID, then receive several support options. At that point, you can select the option that corresponds to your specific need. To view the list of available support options, please see the GTAC North America Phone Menu on the support site. An incident report (IR) will be opened for you to record and track your request. Keep this number for your records and later use it for reference if the issue is not immediately resolved.

If you are outside North America, contact your local country office for support. 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.

## Business issues – Option 1

The GTAC U.S. 800 number enables you to contact your customer account analyst (CAA) to discuss any contract, billing or maintenance issues. You can also select an option to make inquiries on software distribution, shipments and delivery.

## Technical support – Option 2

All of your technical support options are provided here. Select option 2 to request support or report a technical problem related to your Siemens PLM software products. Your selection will be routed to the appropriate team and support specialist for help.

## Call back – Option 3

Our phone system has a call back option that enables you to go directly to the support agent handling your existing incident report or to speak to the support manager for your agent and product area. After providing your SoldTo ID and the incident or problem report number, the phone system routes your call to the support agent assigned or to the appropriate support manager.

## Training – Option 4

Select the latest class schedules and training information or register for training classes. You can also use this option to get technical assistance with the training web application.

# One stop support shop

## [www.siemens.com/gtac](http://www.siemens.com/gtac)

*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 base information query service where the accumulated knowledge of the GTAC support staff is available on-line, 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 base 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 on-line 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 a secure protocol. 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 a secure protocol. 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 on-line documents including release notes, user guides, installation guides, README files, deployment guides, tutorials, other product guides and technical information.

### **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**

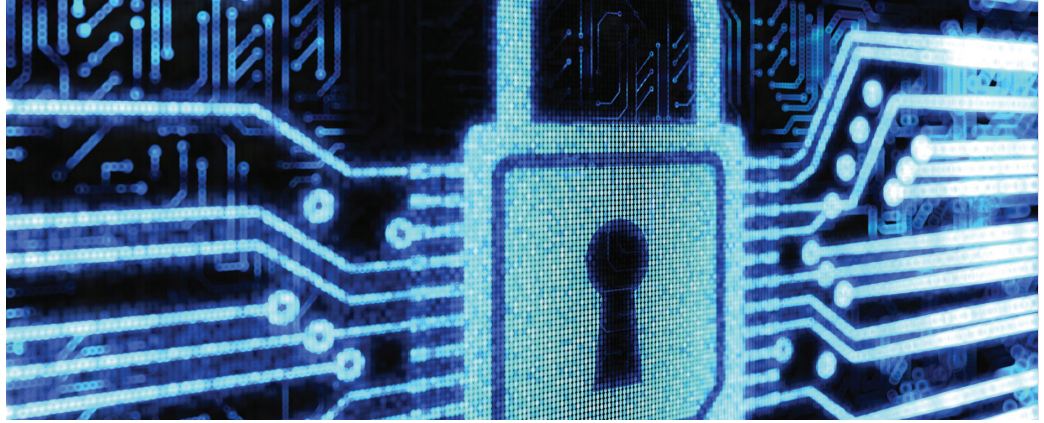
An electronic forum for exchanging information relating to our product lines is available. To help you use the products more effectively, you can exchange ideas or ask questions and get responses from other users, our GTAC support staff, developers, technical sales support, marketing or the user community.

#### **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 using a secure protocol to the GTAC directory on our upload and download 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



## Newsletter

Notification and links to all new technical newsletter articles submitted within the last month by our global support staff. Just click on the link in the message to display the article(s) of interest in your web browser.

## SFBMAIL

All software field bulletins (SFBs) are distributed as soon as they are posted in the Solution Center database. You will have the option to filter or select topics of interest thereby controlling the amount of information you receive.

## 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.

To initiate your subscription to any or all of these 3 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](mailto:newsletter-subscribe.plm@siemens.com)
- [sfbmail-subscribe.plm@siemens.com](mailto:sfbmail-subscribe.plm@siemens.com)
- [summary-subscribe.plm@siemens.com](mailto:summary-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](mailto:newsletter-unsubscribe.plm@siemens.com)
- [sfbmail-unsubscribe.plm@siemens.com](mailto:sfbmail-unsubscribe.plm@siemens.com)
- [summary-unsubscribe.plm@siemens.com](mailto:summary-unsubscribe.plm@siemens.com)

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

# 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
- E-mail subscription lists
- Downloads of software and patches
- 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 download server. This server supports and uses a secure protocol. Anonymous FTP is not supported. You must have a WebKey account to access this system. Maintenance releases, patches, service packs, updates, and other files are also available to download.

## Who do I contact for help with my WebKey account?

If you encounter problems with the creation or use of your WebKey account, call GTAC at 1 (800)-955-0000, if you reside in the U.S. or Canada, or use +1 (714)-952-5444. Enter option 2, 6 to get help with our support tools and products. You can also contact your local office for help.

# Support telephone numbers

ASEAN:

+65 6843 1073

AUSTRALIA:

1800 636 471

AUSTRIA:

+43 732 377 550 38

BELGIUM

+32 1 638 46 72

BRAZIL:

+55 11 4228 7611

CHINA:

800 810 1970\* or +86 21 22086635

\* toll free for China land line only

CZECH REPUBLIC:

+420 266 790 444

FRANCE

+33 1 71 22 54 11

GERMANY:

+49 221 208 02222

HONG KONG:

+852 2230 3322

INDIA:

1800 102 4822 or +91 20 40282100

ISRAEL:

+972 3 7344560

ITALY:

800 900 047

JAPAN:

+81 3 5354 5311 or 0120 666 388

(Toll free in Japan only)

KOREA:

+82 2 559 5854

LUXEMBOURG:

+32 1 638 46 72

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SOUTH AMERICA (except Brazil):

+52 55 5261 4796

NETHERLANDS:

+31 73 680 25 43

NEW ZEALAND:

+91 20 4028 2100

POLAND:

+48 22 339 36 90

PORTUGAL:

+35 126 190 905

RUSSIA:

+7 495 223 3637

SPAIN:

+34 900 87 88 80

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+46 8 506 990 80

SWITZERLAND:

+41 44 7557 282

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+852 2230 3322

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+44 (0) 1223 371555

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1 800 955 0000 or +1 714 952 5444

## About Siemens PLM Software

Siemens PLM Software, a business unit of the Siemens Digital Factory Division, is a leading global provider of software solutions to drive the digital transformation of industry, creating new opportunities for manufacturers to realize innovation. With headquarters in Plano, Texas, and over 140,000 customers worldwide, Siemens PLM Software works with companies of all sizes to transform the way ideas come to life, the way products are realized, and the way products and assets in operation are used and understood. For more information on Siemens PLM Software products and services, visit [www.siemens.com/plm](http://www.siemens.com/plm).

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