

SYMETRI SUPPORT

BECAUSE YOUR INVESTMENT MATTERS, SYMETRI PROVIDES DEDICATED SUPPORT TO ENSURE YOU GET LASTING VALUE.



Symetri support is executed by our professional and technical experts with over 30 years of experience in providing widely renowned highest level of support. Our support services are designed to provide help and advice when needed to minimise downtime and stay productive. Your investment is safe with us.

OUR SERVICE LEVELS:

Gold, Silver, Bronze, Data Management, MAKE, Simulation & Product Lifecycle Management with guaranteed response times*

WHAT'S COVERED IN YOUR CONTRACT?

- Support regarding the software's activation, functionality and troubleshooting. Customers shall have knowledge equivalent to basic training on the products covered by their agreement.
- Technical expertise in local languages (Danish, Finnish, Norwegian, Swedish and English)
- The support service desk is operated within office hours during the working week. No service is available on Weekends, Bank Holidays and National Holidays.

WHAT IS NOT COVERED IN YOUR CONTRACT?

Symetri Support keeps your systems running smoothly with fast break/fix assistance, licensing guidance, and day-to-day operational support. While installation and bespoke design services aren't included, we'll connect you with the right specialists whenever you need them.

ADDITIONAL SERVICES

Services are available on request, for example, on-site support, design and live project solving, application deployments, configuration, customisation, scheduled technology briefings and training.

PRODUCT PORTFOLIO SUPPORT MATRIX

Take a look at our [Product Portfolio Matrix](#) for supported products.

CONTACT US FOR FURTHER INFORMATION:

support@symetri.com

0345 370 1400



Support Level	Gold	Silver	Bronze	Data Management	MAKE	Simulation	Product Lifecycle Management
*Response Time	1h	4h	8h	1h	4h	4h	4h
Online access to Symetri <u>case logging system</u>	✓	✓	✓	✓	✓	✓	✓
Log cases via <u>email</u>	✓	✓	✓	✓	✓	✓	✓
Log cases via <u>chat</u>	✓						
Telephone <u>helpdesk support</u>	✓	✓		✓	✓	✓	✓
Remote Interactive <u>Desktop Support</u>	✓	✓		✓	✓	✓	✓
Invite to <u>Symetri Events</u>	✓	✓	✓	✓	✓	✓	✓
**Place on any <u>scheduled training course</u> across the year	✓						

*Response time specifies the maximum time before one of our experts contacts you

** 5-20 Users - 1 scheduled place per year

20-30 Users - 2 scheduled places per year

31-50 Users - 3 scheduled places per year

Subject to Symetri standard terms & conditions

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