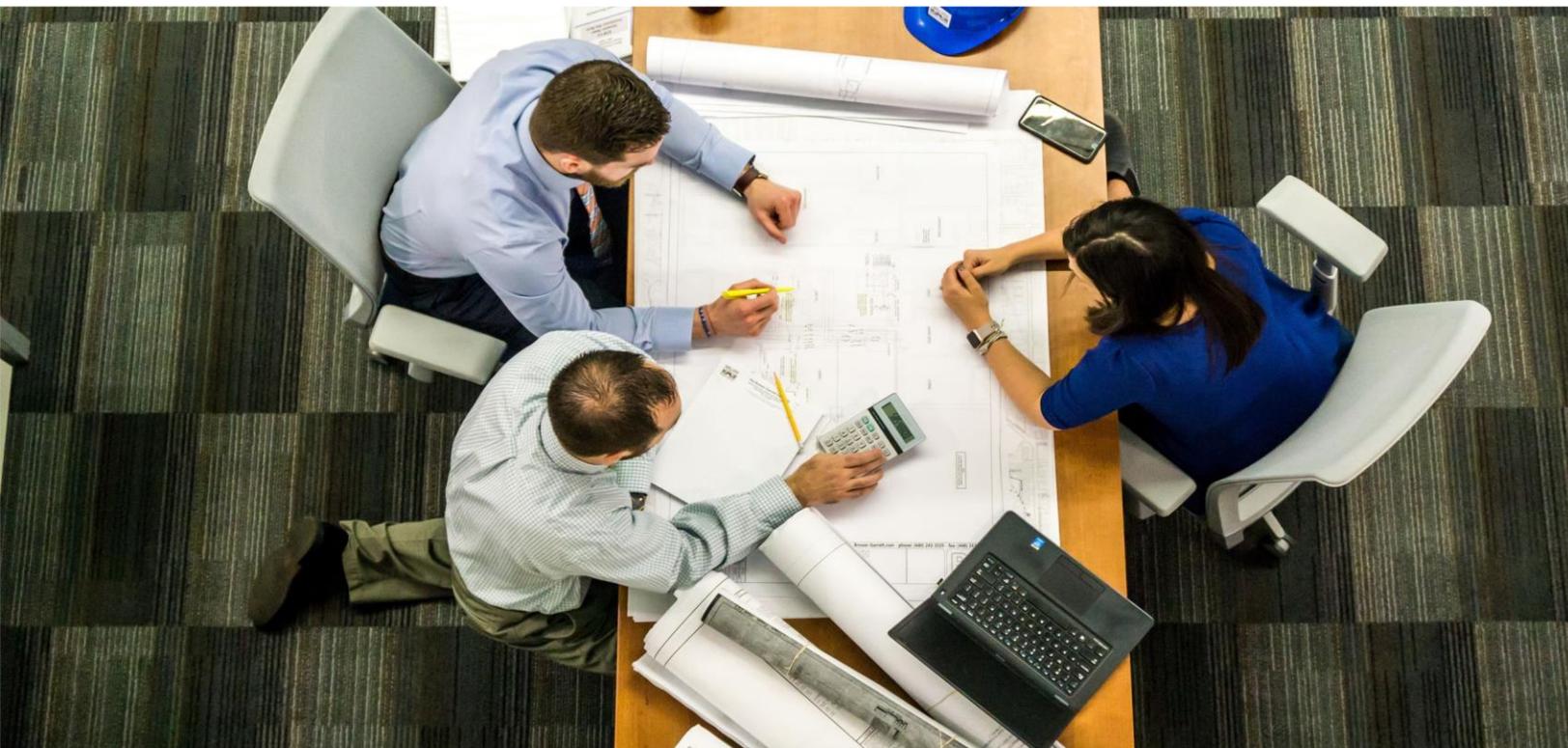


SOLIDWORKS ENTERPRISE SUBSCRIPTION SERVICES (“ESS”)

PROVIDING CUSTOMIZED RESOURCES THROUGH A DIRECT ENGAGEMENT



SOLIDWORKS Enterprise Subscription Services (“ESS”) gives your organization a direct relationship with Dassault Systèmes (3DS) that takes a proactive approach and offers superior communication. Enterprise Subscription Services builds upon Standard Subscription Services to provide you with additional resources, improve access, and customized processes that meet the toughest business and design challenges.

If your company has design or engineering teams in multiple locations, uses complex business or engineering processes, or employs mission-critical designs where time-to-market is crucial, Enterprise Subscription Services is the ideal solution. Working together, Dassault Systèmes and your Value-Added Reseller (VAR) provide support services that empower your designers and engineers to work more efficiently and productively, helping your company to maintain a competitive edge. With SOLIDWORKS Enterprise Subscription Services, you gain a wealth of added features, including:

- Technical Support Engineer at your VAR
- Dassault Systèmes Technical Support Account Manager
- Rapid response to issues
- Live 24/5 technical support
- Technical Account Manager to coordinate global projects
- SOLIDWORKS and SW PDM migration planning
- Data testing for worry free upgrading
- Insight and influence into product direction
- Free online CSWA/CSWP certification
- Dassault Systèmes Executive sponsorship

“ESS is critical for us because it helps us maximize the effectiveness of our SOLIDWORKS solutions so that we can continue to innovate and support business growth. ESS is a huge help and plus in helping us influence software development and efficiently manage training and certifications.”

– Matt Shedlov, Senior Manager Fellow; Boston Scientific

Designated Dassault Systèmes Technical Account Manager

A Dassault Systèmes Technical Account Manager (TAM) will act as your point of contact within 3DS to help coordinate all ESS related activities. They will act as your SOLIDWORKS Program Manager, their responsibilities will be:

- Act as the single point of contact coordinating all account level activities across all groups within Dassault Systèmes
- Providing tailored customer service reports based on open issues and performance feedback
- Assist in the planning of strategic projects
- Schedule and facilitate all calls and onsite visits throughout the year
- Coordinate all ESS resources between you, your VAR(s), partners and Dassault Systèmes
- Visit your primary location once a year to review project plans and review account activities

Designated Dassault Systèmes Technical Support Account Manager

A Senior Dassault Systèmes Technical Support Engineer will be appointed as your Technical Support Account Manager (TSAM). They will act as your SOLIDWORKS technical champion, their responsibilities will be:

- Prioritizing issues and managing their resolution
- Helping to coordinate Dassault Systèmes software enhancements
- Inclusion of a representative set of your data into Dassault Systèmes quality testing procedures
- Visit your primary location once per year to support migration

Dassault Systèmes Executive Sponsorship

To keep strong ties between your company and Dassault Systèmes, you will be appointed a senior executive as sponsor for your ESS program.

Designated Project Manager at your VAR

When you contact your reseller, you will have direct access to a designated contact. This person will:

- Arrange remote support sessions with your SOLIDWORKS Technical Support Account Manager (TSAM)
- Visit you twice per year at your primary location to help optimize your use of Dassault Systèmes software
- Visit you annually to present a customized presentation of the SOLIDWORKS “What’s New?” information
- Submit your software enhancement requests directly to Dassault Systèmes

24 x 5 Live Support

Around-the-clock support will help your design engineers continue their work uninterrupted. Your local reseller will provide first-line support during their normal business hours. For business-critical issues outside of these hours, you can access the 3DS Technical Support hotline 24 hours a day, five days a week.

Rapid Response to Issues

Enterprise Subscription Services provides you with faster response and a higher level of service. All business-critical problems will receive a response within one hour of notification. For non-critical issues, a response will be provided within one business day. All issues that may require a software update will be provided with an additional level of priority for resolution.

SOLIDWORKS and SOLIDWORKS PDM Upgrade Planning

With ESS you have access to the experience of the SOLIDWORKS and PDM Support team. The ESS team will work with you to help ensure the success of your SOLIDWORKS or PDM implementation or migration. Whether your upgrade is for a handful of users or several teams worldwide, ESS Upgrade Services helps you maximize your 3DS software upgrade or purchase by:

- Utilizing all available resources to ensure successful upgrade transitions between service packs and major releases
- Preparing for an upgrade with easy-to-follow documented procedures
- Ensuring you have a custom-tailored plan for success
- Migrating faster and minimizing interruption with expert help
- Proactively identifying and resolving critical issues quickly, prior to upgrading
- PDM Performance benchmarking for monitoring performance through life time of the active deployment

Upgrade Assurance

Enterprise Subscription Support gives you the confidence to know your data is ready to move to the next release. Customers who provide us with a representative snapshot of typical design data will receive reports detailing the analysis performed on your data as part of each product release. When you know of a specific release/service pack to which you are moving, an additional report will be provided detailing the results of how your data moved between the release you are in today and the release to which you are moving.

Product Listening Sessions

ESS Customers shape the future direction of the product through sharing their design challenges today with the Dassault Systèmes Product Definition team in scheduled sessions throughout the year. They also allow ESS customers to provide early feedback into the possible future design of new or enhanced features.

Annual Product Vision Sharing

The Future Vision Sharing event is intended to help communicate the direction that Dassault Systèmes is looking toward in terms of technology and features. By sharing this perspective into the direction of our products, it will help your future planning to maximize the return on your investment in Dassault Systèmes.

3DEXPERIENCE World VIP Tickets

Customers who have ESS are eligible for two free VIP tickets for 3DEXPERIENCE World.

CSWA/CSWP certification

Your SOLIDWORKS users can enter the prestigious Certified SOLIDWORKS Associate and Certified SOLIDWORKS Professional examinations. These industry-recognized qualifications allow engineers and designers to prove their level of proficiency with designing and analyzing models with SOLIDWORKS.

Certification Management System

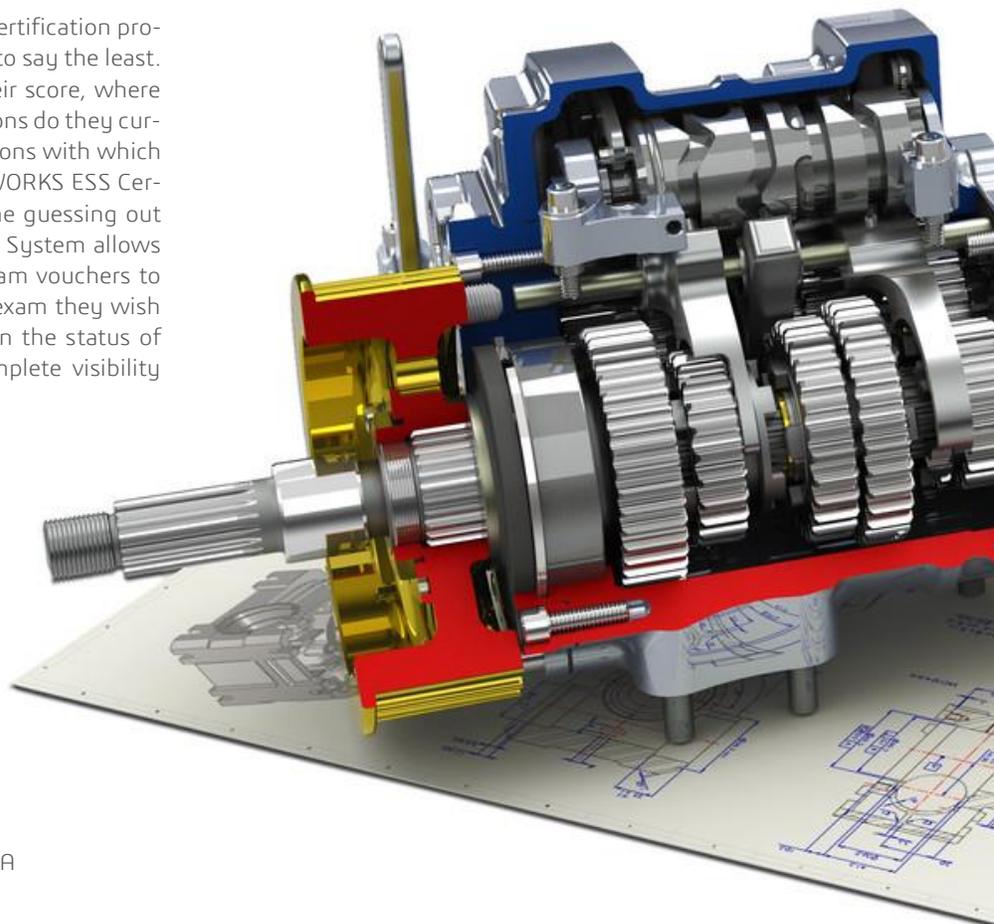
Keeping track of where your users are in the certification process across a large organization is a challenge to say the least. Have they taken the exam yet? What was their score, where might the need more training, what certifications do they currently have? These are just a few of the questions with which large organizations struggle. With the SOLIDWORKS ESS Certification Management System we take all the guessing out of the picture. The Certification Management System allows your administrator to provide certification exam vouchers to employees anytime they need them for any exam they wish to take. They can then monitor and report on the status of every voucher they create allowing you complete visibility into your certified user environment.

API Labs Session

For large companies developing specific API Add-ins is just necessary, it's essential to allowing them to ensure they're processes are as efficient as possible based on their unique requirements. Ensuring these custom Add-ins are written in the best way possible is essential and something we want to help ensure for all our ESS customers. Once a year we invite you to send 2 to 3 of your API Developers to our facility in Waltham along with their code to take place in an interactive session with the SOLIDWORKS API Development team. During this session, the SOLIDWORKS API team will talk to your developers about the areas they are struggling to make work (or do not work well) in their existing code. The SOLIDWORKS team will help review your code and provide your developers with feedback on how they can more effectively build the tools you need to be successful.

Discounted Purchase Option on MySolidWorks Professional

Ensuring your teams have access to training when they need it is critical to their success. MySolidWorks Professional brings more than 100 hours of targeted high-quality training along with defined learning paths to aid in preparing your team for taking our SOLIDWORKS Certification exams. ESS customers receive a 50% discount on the addition of My SOLIDWORKS Professional to their portfolio of SOLIDWORKS Subscription Services.



“We’ve found ESS to be a good value because it enables rapid response to any software issues and the ability to influence future software development based on our specific needs.”

— Carsten Wessler, CAD Administrator; DULA

SERVICE LEVEL COMPARISON

SERVICE ASPECT	STANDARD SUBSCRIPTION SERVICES	ESS - ENTERPRISE SUBSCRIPTION SERVICES
Technical support 8 hours x 5 days	•	•
Technical support 24 hours x 5 days		•
Local Value-Added Reseller (VAR) support	•	•
Access to Customer Portal	•	•
Access to Knowledge Base	•	•
Upgrade to new major software version	•	•
Access to service packs	•	•
User discussion forums	•	•
SOLIDWORKS and SOLIDWORKS PDM (PDM) webcasts	•	•
Dassault Systèmes Technical Account Manager (TAM)		•
Dassault Systèmes Technical Support Account Manager (TSAM)		•
Designated VAR account manager		•
Dassault Systèmes executive sponsor		•
Regular meeting with VAR, TAM, and executive sponsor		•
Regularly scheduled detailed customer reports		•
Integration of customer dataset to SOLIDWORKS internal tests		•
Customer Data Update Testing for Upgrade Assurance		•
Multi-site (international) implementation coordination		•
Two onsite days of SWx and/or SWPDM implementation management		•
Product Vision Sharing		•
Customer Listening Sessions		•
PDM Performance Baseline and monitoring		•
Weekend support of major version upgrades (approved upon request)		•
Upgrade planning		•
Company-level issue prioritization		•
Extended Hotfix Support		•
Two complimentary 3DEXPERIENCE World VIP tickets		•
Improved Response Times (see below)		•
Dedicated/Private Online Project Coordination Tool		•
Unlimited free access to Certification Exam Vouchers	One per license	Unlimited
Certification Management System		•
Annual API Labs Session		•
Discounted purchase option for MySolidWorks Professional		•

STANDARD SUBSCRIPTION SERVICE	CUSTOMER BUSINESS IMPACT			
	CRITICAL	HIGH	MEDIUM	LOW
Initial Response	4 business hours	8 business hours	24 business hours	48 business hours
Updates	3 business days	5 business days	On request	On request
Relief	Work continuously	As soon as possible	Reasonable effort	Reasonable effort

ENTERPRISE SUBSCRIPTION SERVICE (ESS)	CUSTOMER BUSINESS IMPACT			
	CRITICAL	HIGH	MEDIUM	LOW
Initial Response	1 business hour	4 business hours	12 business hours	24 business hours
Updates	1 business day	3 business days	90 business days	On request
Relief	Work continuously	As soon as possible	Reasonable effort	Reasonable effort

Our 3DEXPERIENCE® platform powers our brand applications, serving 11 industries, and provides a rich portfolio of industry solution experiences.

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 250,000 customers of all sizes in all industries in more than 140 countries. For more information, visit www.3ds.com.

