

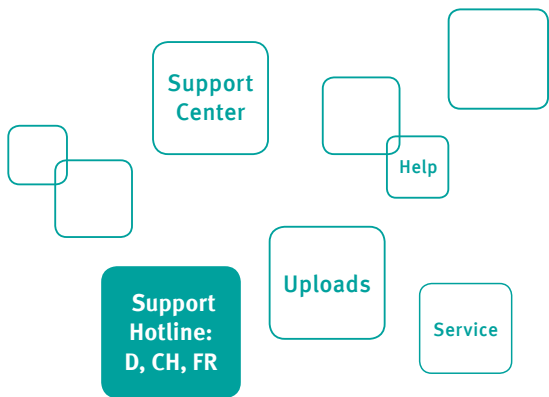


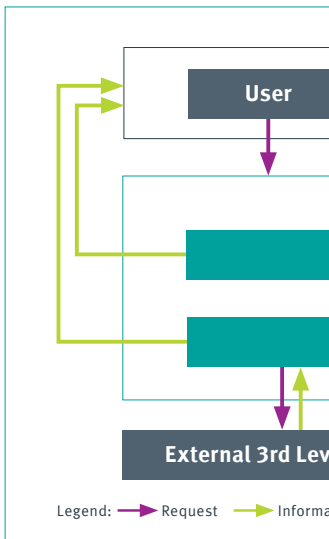
## Simple Problem Solving with CENIT's Professional Support



*“With a large and diversified PLM team, CENIT assures support and offers solutions for a wide range of problems in no time.”*

*Jürgen Staab, Engineering Administration,  
Takata AG*





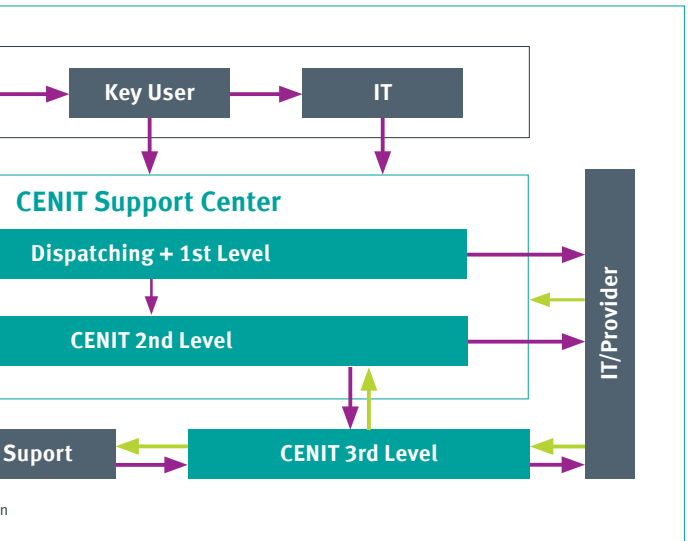
## Uncomplicated Problem Solving thanks to Professional Support by CENIT

To ensure that your designers can concentrate fully on product development, our experienced specialists see to the resolution of any questions or problems they may encounter.

Our support team provides reliable and uncomplicated assistance based on ITIL standards and a state-of-the-art Support Center infrastructure. Benefit from quick problem-solving by our highly experienced experts and our high number of successfully completed calls. Our local employees offer onsite support which enables a fast response.

We optimize our clients' PLM IT support processes and offer all services related to the deployment and efficient operation of PLM application infrastructures:

- Structuring and installation of the infrastructure
- Operation of the infrastructure
- Process optimization within the existing infrastructure



The individually scalable, modular services provided by CENIT Support allow us to address all your specific needs. Our scope of offers ranges from time- and material-based framework agreements to support flat rates and low-cost service contingents to complimentary application support. You can also outsource sub-tasks or individual processes from your IT operations. For individual calls and where desired, our multilingual Support Center is available around the clock.

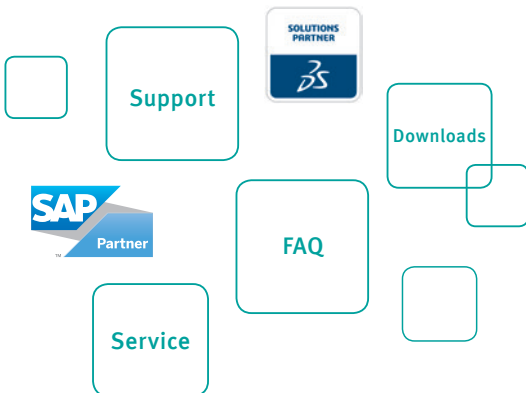
You can profit from our ITIL expertise and save valuable time and resources. Depending on the requirements of our clients, we ensure proactive maintenance of their systems in order to prevent downtimes, get their systems running, install new versions and/or software, or take overall responsibility for operating their systems. Even if you decide to run your systems on your own, we would be most happy to contribute with our consulting know-how.

## Highlights

- CENIT-exclusive Support Center
- Scalable, ITIL-based support concept
- Professional call center infrastructure
- On-site support from CENIT's European offices
- ISO9001 and ISO27001-certified
- Support for the entire CENIT product portfolio
- DASSAULT SYSTEMES-certified staff
- More than 1,000 clients place their trust in our PLM support services
- **Support in German, English and French**

## Your Benefits

- Simple and uncomplicated
- Rapid resolution and reaction times
- Transparency thanks to Service Level Agreements (SLAs)
- Broad knowledge base due to large number of calls
- Professional problem management
- Individualized support
- High problem resolution quality
- No burden on own resources





## Contact Your CENIT Support Center

### **CENIT AG**

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70565 Stuttgart  
Support Hotline:  
+49 711 7825-3222  
E-Mail: [support@cenit.com](mailto:support@cenit.com)  
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