

## Expert Support Personalized with ADVANTAGE SUPPORT PLUS!

ONE-YEAR ACCESS TO UNLIMITED SUPPORT REQUESTS, ON-LINE  
RESOURCES, PERFORMANCE ENHANCING APPS. AND MORE.



### Key Benefits

- Access to the largest number of Dassault Systemes Certified Engineers on both V5 and V6 with vast industry experiences.
- Dedicated support staff located in the US & Canada.
- Free & exclusive access to performance enhancing apps: Inceptra Utilities.
- Contact support through online portal, email or telephone.
- Secure 24/7 access to Knowledgebase, Media Center & case management.
- Personalized attention to your cases from creation to closure.

*In all my years of working  
with CAD/CAM/CAE, I have  
never experienced the high  
level of support you guys  
have provided me. I really  
appreciate it!*

*- Engineer, Aircraft Structure  
Systems Supplier*

## ADVANTAGE SUPPORT PLUS! COMMITMENT

Complex environments require ongoing management and maintenance. As your environment matures, users are routinely exposed to enhanced capabilities and new functionalities. Inceptra's Advantage Support Plus! infrastructure will grow with you to meet your constantly changing demands.

*I work with a lot of vendors on a daily basis and your team exceeds my expectations every time... everyone I have worked with (at Technical Support) has excellent customer service skills, strong technical knowledge, they are timely and courteous... As an IT manager, I work with a lot of vendors every day and it is important for me to have confidence in my support teams.*

*- IT Manager, Aircraft Component Parts Supplier*

## FOR MORE INFORMATION

To learn more about Advantage Support Plus! or to obtain a quote, please contact your account representative or contact us at [info@inceptra.com](mailto:info@inceptra.com).

## EXPAND YOUR TEAM

A successful implementation requires a strong & supportive team. Advantage Support Plus! is an **extension of your team**. You will have access to host of subject matter experts in CATIA, ENOVIA, SIMULIA, DELMIA and more. Furthermore, we are located where you are, so we are familiar with HOW you work. Work with the best.

## COLLABORATE

Advantage Support Plus! goes beyond resolving your immediate issue. We understand that there is no one-size-fits-all solution when it comes to issues. Advantage Support Plus! will take the time to **understand YOUR issue** and make the best recommendation accordingly.

## DO MORE

Inceptra Utilities are available **exclusively to Advantage Support Plus! customers**. We have developed a suite of apps that allow users to accelerate engineering tasks within select DS products. Inceptra pays close attention to the needs of our customers, and the Inceptra Utilities are developed with those needs in mind.

## MANAGE & TRACK

Advantage Support Plus! provides each service request the attention it deserves. **Inceptra delivers customer service excellence** by adhering to the initial response time objectives. You are also able to manage and track your service requests via the support portal which is available 24/7.

