



ENGINEERING SERVICE DESK.

Competent, extensive, fast support.

To ensure seamless development processes, companies must be able to rely on their CAx application systems.

Application problems can block entire workflows all too quickly.

With the T-Systems Engineering Service Desk, you gain competent global support for your CAx applications, CAx workstations and CAx infrastructure.

You can determine the scope of the Service Desk support yourself. Benefit from extensive and modular solution components for the engineering workstation and direct access to the entire service operation spectrum in compliance with ITIL de-facto standard.

EXPERTISE AND KNOW-HOW.

- The T-Systems Engineering Service Desk provides you access to a group of specialist engineers who deal with your calls and e-mails, record every case and log it until a solution is found.
- With a specialist service desk like the Engineering Service Desk, the focus is on the specific know-how and solution expertise of the service staff.
- Through application, technology and infrastructure specialists, users have a direct link to the right expert.
- Benefit from our many years of industry know-how and extensive expertise from global customer projects.

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ENGINEERING SERVICE DESK.

REMOTE APPLICATION MANAGEMENT & OPERATIONS.

Suppliers and development partners in the automobile industry need the latest development environments to be installed in order to collaborate with the OEMs.

Integrating these supplier environments into a company's own installation requires specific skills and entails a corresponding integration workload and cost.

T-Systems pro-actively provides information about upcoming innovations, prepares the necessary development environments in accordance with the OEMs' requirements, configures any required customer specific customizations and has them tested by the experts.

There is no longer any need for time-consuming information research and administration, and the OEMs' basic requirements concerning data security, quality and functionality are met.

Your expert design engineers can focus on the essential.

To simplify the handling of multi-OEM development environments for engineers and designers and to enable central management of various customer-specific CAD system versions, licenses and supplementary products for administrators, T-Systems has developed a solution which it provides free of charge to its Engineering Service Desk customers. Benefit from our many years of industry know-how and extensive expertise from global customer projects.

REMOTE IT OPERATIONS.

Special requirements shape the engineering workstation. The visualization and processing of complex data structures require high-performance systems, in some cases using varying technologies and platforms.

We will help you in the design, installation and configuration of your new CA IT systems to ensure they are stable, powerful and fail-safe. We will assist you in operation and support and step in when your local IT department needs assistance during peak loads.

Via a secure remote connection, we can monitor your CA infrastructure and intervene before negative effects arise for users. You can count on us when commissioning additional CAD development sites and implementing performance optimization measures. Benefit from our many years of experience in the installation, administration and operation of complex PLM environments.

ADDITIONAL SERVICE MODULES.

Our CAx engineering workstation services can be configured on a modular basis and range from occasional assistance through to fully integrated support.

- Remote CA-License Management & Operations
- Remote CA-Product Data Management
- Remote CA-Data Exchange Management & Operations
- Remote CA-Plot Management
- Remote CA-Monitoring
- Remote CA-User Management
- CA-Mobility
- CA-Consulting & Training
- CA-Onsite Support

OUR SOLUTIONS AND KNOWLEDGE – YOUR BENEFITS.

T-Systems has special know-how of PLM business applications. This knowledge is at your disposal.

With the Engineering Service Desk, you have access to a team of specialist support staff and access to the global T-Systems network of engineering experts.

Both nationally and internationally, profit from the global delivery capability and simultaneously keep your point of contact in Germany.

CONTACT

Phone: +49 (0) 40 30600 5544
E-mail: plm.solutions@t-systems.com
Internet: <http://servicenet.t-systems.com>

DISTRIBUTOR

T-Systems International GmbH
Systems Integration, SI Sales PLM
Lademannbogen 21 – 23
22339 Hamburg, Germany