

NT CADCAM SUBSCRIPTION & SUPPORT CONTRACT



WE ENHANCE YOUR SOLIDWORKS INVESTMENT

The SOLIDWORKS® Subscription Service Program gives you immediate access to new SOLIDWORKS releases and upgrades, enhancement request privileges, live technical support, and comprehensive online resources to help you get the most from your 3D design experience.

Why subscribe?

Enhance your 3D experience and support your design team with resources to help them work faster and smarter, and transform your product development into business success.

Support, upgrades, new versions, special releases, add-on features, webcasts – all designed exclusively for SOLIDWORKS Subscription Service members – help improve your performance and productivity with an intuitive 3D design experience, giving you a competitive advantage.

SOLIDWORKS Subscription Service Program provides:

- Regular upgrades for your licensed SOLIDWORKS software
- Live technical support from UK based NT CADCAM
- Software enhancements designed for Subscription Service members
- Access to privileged content on My.SolidWorks.com – your place for all things SOLIDWORKS
- Access to the SOLIDWORKS Customer Portal – your online destination from purchase through installation and upgrade

LOCAL TECHNICAL SUPPORT

Access live technical support from NT CADCAM, including telephone assistance with product features, commands, installation, and troubleshooting.

NEW SOFTWARE RELEASES

Receive the latest SOLIDWORKS software to help improve your performance and productivity. Leverage innovative tools and leading-edge techniques to create designs faster and more accurately.

SOFTWARE UPGRADES

Stay current with SOLIDWORKS upgrades and service packs that address important issues reported by the SOLIDWORKS Community.

SUPPORT FOR PREVIOUS VERSION

With SOLIDWORKS Subscription Services, you can continue to run and receive support for the prior and the current SOLIDWORKS releases. This policy helps minimize production delays and ease your transition to the latest release.

CSWP AND CSWA EXAMS

The CSWP (Certified SOLIDWORKS Professional) and CSWA (Certified SOLIDWORKS Associate) exams validate user proficiency and help managers highlight areas for training. Subscription Service Program members can take one free exam to help design teams increase their proficiency with SOLIDWORKS.

My.SolidWorks.com

Go to My.SolidWorks.com, your place for all things SOLIDWORKS. Get answers, stay current, sharpen your design skills, and share your expertise all from the convenience of your mobile device or desktop.

Knowledge Base

Access the powerful search engine that explores an extensive library of technical data, such as solutions, help topics, tech tips, and best practices.

Technical Content

Access our archives, from webcasts and tech tips to administrative guides and technical presentations.

Discussion Forums

Connect with the SOLIDWORKS Community in a broad range of discussion topics on virtually all facets of SOLIDWORKS. Subscription Service customers get access to 30 or more hours of no-cost learning.

Enhancement Requests

Influence the development of SOLIDWORKS. Ninety percent of new enhancements come from customer suggestions. We add enhancements and functionality to address trends and provide what you need.

THE SOLIDWORKS CUSTOMER PORTAL

Gain full access to an easy-to-search repository of in-depth information and resources, with multiple language support, to help improve productivity.

Service Requests (SRs)

Send incident reports to Technical Support for quick resolution. View status with SR tracking numbers.

Software Performance Reports (SPRs)

Submit incident reports of software issues to our development team. View status with SPR tracking numbers and monitor issue resolution in documented service packs.

Customer Experience Programs

Share your opinions and preview SOLIDWORKS beta versions and upcoming SOLIDWORKS Early Visibility (EV) Service Packs.

LEARN MORE

Visit www.solidworks.com/subscription or contact NT CADCAM.

“ With SOLIDWORKS Subscription Service, I get regular software updates, bug fixes, and enhancements to the SOLIDWORKS design solution, but you’re not just buying the software. You’re buying access to great reseller support, active user groups, and the expansive SOLIDWORKS online community, all of which are extremely valuable.”

— Ed Schied, Design Engineer, Cryogenic Equipment Services (CES), Inc.



NT CADCAM SO MUCH MORE!



NT CADCAM Added Value Services

Technical Support

- Extended Support Hours 8am through 6pm (Excluding Public Holidays)
- Free Phone **0800 018 6954**
- Online Logging & Tracking via Customer Portal
- Remote Support via WebEx
- 1 Hour Response Guaranteed
- Triage System for Rapid Resolutions
- Dedicated Support Team of SOLIDWORKS Certified ELITE Engineers
- Best Practice Advice from Knowledgeable Industry Experts

eLearning

Full access to NT CADCAM online eLearning. Comprehensive modules with certified content as shown on the matrix below:

	NT eLearning SOLIDWORKS Standard	NT eLearning SOLIDWORKS Professional	NT eLearning SOLIDWORKS Premium	NT eLearning SOLIDWORKS Enterprise
number of lessons duration (hours)	993 51+	1238 62+	1657 82+	1657 82+
Includes One Year Subscription Access				
Automatic Updates to Latest Product	✓	✓	✓	✓
Ask SolidProfessor Modeling Tips and	✓	✓	✓	✓
Current Version of SolidProfessor Update	✓	✓	✓	✓
Customised Skills Assessment Testing	✓	✓	✓	✓
All SOLIDWORKS Versions	✓	✓	✓	✓
New Lessons	✓	✓	✓	✓
Basic Modelling Concepts	✓	✓	✓	✓
Advanced Modelling Concepts	✓	✓	✓	✓
CSWA Prep Courses	✓	✓	✓	✓
SOLIDWORKS Professional Add-Ins		✓	✓	✓
CSWP and CSWE Prep Courses		✓	✓	✓
SOLIDWORKS Premium Add-Ins			✓	✓
SOLIDWORKS Flow Simulation			✓	✓
SOLIDWORKS Plastics			✓	✓
SOLIDWORKS Composer			✓	✓
Enterprise PDM				✓
Administrative Suite				✓

Training & Consultancy

- Local New Release Up-date training
- Local Industry Workshops
- Local Networking Events
- Skills Assessments
 - Individual training recommendations
 - Plan a Personal Road-Map to Success
 - Essential through Advanced Courses
 - Industry Specific Workshops
 - Investment Protection – “Re-sit Policy”
- ½ Day Design Office Reviews (advice/tips & tricks)
- Business Process Audits
- IT Healthchecks to ensure optimum software performance



SOLIDWORKS solutions provider throughout the UK for over 20 years.

NT Toolbox

Currently, the Toolbox comes with several default tools including the NT Toolbox Auto Numbering Tool which automatically names SOLIDWORKS documents with a sequential number scheme that matches your code structure and then saves them in the relevant ‘project folder’. Other functionalities include Quick Save Utilities and a Support Tab which takes you directly to our Go To Meeting and FTP sites with one click of the mouse without leaving SOLIDWORKS. Recently added NT Toolbox tools include:

- **QCOPY** is a simple application designed to work from within NT Toolbox, which can copy a SOLIDWORKS drawing and its driving model in a single operation.
- **QCurve** is designed to work from within NT Toolbox and will enable the generation of a SOLIDWORKS Reference Curve using point coordinate data.
- **QExplode** is designed to work from within NT Toolbox and will generate individual SOLIDWORKS part models for each configuration found in the source model, where the inactive configurations are removed from the files QExplode creates.
- **QPipe** is designed to work from within NT Toolbox and will enable the generation of simple pipe runs using point coordinate data.
- **QPrint** is designed to work from within NT Toolbox and provide a single push button print function for SOLIDWORKS drawing files.
- **QSwap** is a simple application designed to work from within NT Toolbox, which performs a single push button drawing sheet format exchange service for SOLIDWORKS drawing files.
- **BPrint** is designed to work from within NT Toolbox and will print user defined lists of SOLIDWORKS drawings.

Help & Advice

Personal Account Manager – your Account Manager is not only fully trained to SOLIDWORKS high level of standards in Customer Service, but has Industry experience and is degree educated.

Internal Account Manager – if your Account Manager is unavailable you also have access to someone (technical degree educated) who is able to pick up on any questions or can assist with any issues ensuring you can always get an answer to commercial related issues.

NT CADCAM Network

- **Services Directory** – whether you wish to register your company as a service provider or wish to find a new company for your supply chain you can post your services or find a service provider on the NT CADCAM website.
- **Job Board** – advertise your vacancies on our NT CADCAM website at no cost.
- **Network Events** – free to attend NT CADCAM’s regional or industry specific events are a great way to share, learn and connect with engineers who face the same to day-to-day challenges.

Marketing & PR

Whether your company blogs, tweets, promotes LinkedIn posts or simply invests in old fashion print editorial work NT CADCAM will always work with its customers to raise the profile of their business using our extensive network of journalists, editors and publication relationships built up since 1996.

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