

COMPLETE THE CHAIN



Global Support

Protect your investment and maximize the power of your design & PLM tools

All software needs to be supported. Software is implemented to achieve both short term and long term benefits. While there is immediate value from specific software features and process improvements, value cannot be sustained over time, or in fact increased, unless plans are in place to ensure certain risks are avoided and improvements implemented. Keeping up to date with the latest software technology is essential to maintaining your competitive edge and protecting your investment. PTC offers multi-tiered Global Support contracts across the portfolio of software solutions to meet any size business' needs.

Software technologies and features evolve quickly - so do your requirements.

To make sure you have the latest CAD, CAM, CAE, and PLM software versions and enable you to take advantage of special services, PTC and Novo PLM offer support contracts for all your software licenses. This service allows you to optimize use of the most recent software versions for a minimal cost. As your business requirements for PLM grow, your software can grow with you.

Staying current with your maintenance subscription lowers your upgrade costs, helping you maintain a predictable software budget.

WHAT'S INCLUDED?

Novo PLM first line of support

Simple upgrade path to latest software versions

Software bug fixes

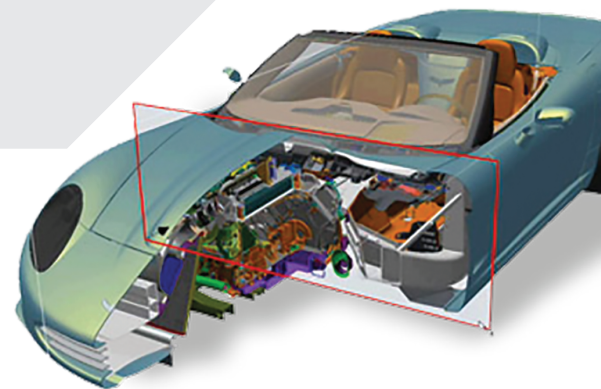
Access to the Novo Dream Team

Invitations to exclusive industry events

Priority access to Novo's partner products and services

BENEFITS

- Protect your PLM investment
- Sharpen your company's competitive edge
- Resolve user issues quickly, easily, confidently
- Manage IT costs predictably
- Always operate with the latest PLM software version
- Quick priority access to expert support
- Fixed, minimal pricing



THE SMART CHOICE FOR THE BEST VALUE

Global Support is the most cost effective way to maintain and maximize your long-term investment in PTC software and related services.

Through immediate access to the latest software releases, you can increase productivity by utilizing the newest technologies and time-saving features. Plus, with fixed-price contracts, your software costs are more predictable.

KEY FEATURES

The Value of Global Support

**MAXIMIZE
PRODUCTIVITY**

**OPTIMIZE
PERFORMANCE**

**CONTROL
COSTS**

**REDUCE
RISKS**

NOVO PLM FIRST LINE OF SUPPORT

Novo is your first line of support for any problems or questions you may have. Our technical professionals are located at our headquarters in Durham, NC and are available to assist with any issues that arise, including software installation, licensing, and technical support, and we'll work with PTC's software support on your behalf.

SOFTWARE UPGRADES, ENHANCEMENTS, AND BUG FIXES

PTC's support contracts come with fixed, minimal costs and include automatic delivery of current software versions so you always have the latest and most powerful tools on hand. You can gain immediate access to download software full versions, patches, and drivers that can help you keep your competitive edge. Staying current with your maintenance subscription lowers your upgrade costs, helping you maintain a predictable software budget. It's the best and most economical way to stay ahead of your competition.

THE DREAM TEAM

Novo's Dream Team is a unique internship program in which college students will be trained and gain hands-on experience with a variety of engineering software. Novo customers can submit projects, concepts, and new ideas. This group of dedicated interns will work on these projects and host a presentation to the companies.

INVITATIONS TO EXCLUSIVE EVENTS

Throughout the year, Novo hosts exclusive invitation-only events in key industries. These seminars, webinars, and other events feature presentations and discussions with professionals from major corporations and offer unique educational and networking opportunities for Fortune 500 companies and small firms alike.

A WEALTH OF INFORMATION

To help ensure your continued success, support contracts include access to self-guided eSupport. Leverage PTC's online tools whenever and wherever you need them. Streamline your support inquiries with solutions and suggestions from Technical Support documentation, authored and continually enhanced by PTC Technical experts, and accessible from within your PTC applications.

STRATEGIC PARTNERSHIPS

Novo PLM works closely with Sconce Solutions and Enfinio to bring our customers first-rate turnkey consulting and implementation services along with software products to complement and enhance PTC's software solutions.

PTC® ChannelAdvantage



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