SOFTWARE MAINTENANCE AGREEMENT

GET MORE FROM YOUR SOFTWARE WITH OUR SMA
WHY CHOOSE A HEXAGON SMA?

TECHNICAL SUPPORT

1. THE CUSTOMER PORTAL
A highly efficient tool for contacting our experienced and knowledgeable Technical Support Team. It shows the status of current and previous cases and gives access to a comprehensive knowledge base.

2. ESUPPORT
Enables our Technical Support Team to view detailed information via email relating to your queries, for a rapid and accurate response.

3. TELEPHONE SUPPORT
Provides direct telephone contact to the Technical Support Team, for resolution of more involved issues.

4. WEB RESCUE
A direct PC to PC service allowing our Technical Support Team to resolve your issues.

5. EXPERT ON SITE
Where required, we can send a support engineer to your site, ensuring a speedy resolution of your issue.

PRODUCT DEVELOPMENT

6. SOFTWARE UPDATES
Receive annual software updates giving you the latest functionality and ensuring maximum productivity and efficiency.

7. BUG FIXES
Through the Customer Portal you will be able to log and monitor any software bug and receive hot fixes.

8. ENHANCEMENT REQUESTS
Provide your valuable input into the modification and enhancement of existing product features and see them delivered through your software updates.

ADDITIONAL BENEFITS

9. LICENCE PROTECTION
Ensures replacement of your Dongle or Software Licence in the event of theft, accidental damage or fire.

10. SUPPORT CHARTER
Our Support Charter fully documents our support process and defines the standards we set ourselves. It provides you with information that will help you get the best from our technical support service. Reference to the Support Charter can be found on the Customer Portal.
WE LISTEN

Hexagon Manufacturing Intelligence works in partnership with its customers for the long term, understanding the demands of their business and providing practical and innovative solutions. We have a support network of engineers who understand your business through experience. We will guide you through the modules and recommend the most appropriate combination of software, training and services that suits your needs.

WE UNDERSTAND

Hexagon Manufacturing Intelligence’s Production Software business is a world leader in CAD/CAM software with a proven track record of reliable product delivery. We develop and distribute software for aiding the design and manufacturing processes, providing solutions for the tooling, production engineering, sheet metal, metal fabrication, stone and woodworking industries. Despite the diversity of application, these solutions have one thing in common: they all address the rising challenges of achieving manufacturing efficiencies and bring huge value to the operations where they are deployed.

OUR AIM

The satisfaction of Hexagon customers, worldwide, demonstrates our success. Our driving passion is to support our customers every day through our services and software business to ensure:

- Productivity
- Reliability
- Flexibility
- Profitability
Hexagon Manufacturing Intelligence helps industrial manufacturers develop the disruptive technologies of today and the life-changing products of tomorrow. As a leading metrology and manufacturing solution specialist, our expertise in sensing, thinking and acting – the collection, analysis and active use of measurement data – gives our customers the confidence to increase production speed and accelerate productivity while enhancing product quality.

Through a network of local service centres, production facilities and commercial operations across five continents, we are shaping smart change in manufacturing to build a world where quality drives productivity. For more information, visit HexagonMI.com.

Hexagon Manufacturing Intelligence is part of Hexagon (Nasdaq Stockholm: HEXA B; hexagon.com), a leading global provider of information technologies that drive quality and productivity across geospatial and industrial enterprise applications.