

**Give malfunctions the cold shoulder!**

**With an INNEO  
Service Contract.**



# Your one-stop service provider!

Problem free and efficient operation are the basic prerequisites for success. You can achieve this through a maintenance contract with INNEO. As PTC's only Platinum Partner in the UK and holder of the "Top PTC Maintenance Service Provider Worldwide" award since 2005, we are able to provide maintenance excellence for all your hardware and software needs.

» 90% of our customers already benefit from the many advantages of an INNEO Service Contract. What about you?

Make sure you can max out the usage of your technology in order to keep your company profitable.

An INNEO Service Contract offers you the following:

- Unlimited use of the manufacturer certified English/German speaking hotline via a freephone number throughout Europe (except Liechtenstein)
- Free download of the latest updates
- Request additional CDs free of charge
- 24-7 access to all online service tools such as the INNEO-Helpdesk
- Critical analysis for all software and hardware products from the Inneo product portfolio
- Minimise technical support through uniform release versions in your company
- Unlimited number of support requests
- License moving, software transfers and much more

See how satisfied our customers are with INNEO's hotline service:

Customer quality rating for the INNEO hotline

- Friendliness and customer orientation ..... 1.48
- Competence and ability to solve problems ..... 1.71
- Availability and response time ..... 1.67

(1 = Highest Score, 6 = Lowest Score)



## YOUR BENEFITS

- One-stop support
- Strong customer focus and high quality support
- Fast response times and resolution of problems by certified INNEO engineers
- Increase productivity by up to 40% by implementation of innovative technology
- Efficient management of software support needs via online tools
- Plain web based overview of your licenses and technology
- Qualified service certified by ISO 9001

Any questions?

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