

## Maximize the value of your Siemens PLM Software investment

### **Benefits**

 Fully leverage the value of your Siemens PLM Software products

support

- Lower software upgrade costs and make it easier to predict your IT budget
- Engage in a more productive work environment resulting in increased efficiency
- Gain a competitive edge by achieving higher productivity
- Receive regular software updates and maintenance releases to ensure system stability and improve usability

### Summary

The key to achieving continuous value and deriving maximum benefit from your investment in NX™ software is by harnessing the power of maintenance, enhancements and support (ME&S). NX software maintenance allows you to protect and maximize the return on your investment. Some of the strategic benefits of an ME&S contract include receiving regular software updates, getting access to a variety of problem resolution tools, lowering software upgrade costs, providing a more productive work environment and gaining a competitive edge due to increased efficiency.

Major releases of software with new features, functions and corrections NX customers with active maintenance contracts have access to the latest software maintenance packs. These updates are consistently released on a monthly basis in order to deliver software improvements as quickly as possible. A simple download is generally all it takes to ensure the latest updates are installed.

By renewing your yearly maintenance agreement, you avoid costly upgrade fees and the need to repurchase software, thereby averting disruptive technology changes. But most importantly, yearly renewal ensures that your engineers have the best tools and support available to do their jobs.

### Point releases of software with corrections and new features

With each new release of NX, our development team strives to keep you in the forefront of product lifecycle management (PLM) technology. Our customers on maintenance automatically receive all new software releases. Every new version is filled with customer-driven enhancements and groundbreaking technology.

www.siemens.com/nx

Solution Partner

PLM

**SIEMENS** 

# NX maintenance, enhancements and support

#### Benefits continued

 Leverage a full range of problem resolution tools and electronic services 24x7

#### **Features**

- Major and point releases of software with new features, functions and corrections
- Prompt and effective telephone support
- Web-based direct technical support resources via GTAC
- Access to online knowledge base and forum for tips, tricks and solutions

Avoid time-consuming problems, taking advantage of incremental improvements to make sure your engineers are up-to-date and your company stays competitive. Historically, each release of NX has included over 1,000 enhancements, providing maximum productivity and increasing the value of your maintenance dollar with each version installed.

### Prompt and effective technical support

Your channel partner provides your first line of support for promoting product utilization and supplying technical support requirements. Your needs are addressed by telephone contact and electronic support tools to facilitate the reporting and follow-up of any technical issues or questions. When addressing your issues, your channel partner will contact the Siemens PLM Software Global Technical Access Center if needed to fully satisfy your support requests. Working with your channel partner, you have access to the latest product updates and can verify the status of individual inquiries. A channel partner gives you the advantage of local and timely support, bridging the gap between time zones, languages and cultures to meet all of your support needs quickly and easily.

Your technical support resources include web-based tools and services using the GTAC support web pages. These pages provide 24x7 access to issue reporting and the status of any reported issues. You can even access and provide updates to any existing incident reports you have opened. The GTAC support site has a symptom/ solution knowledgebase called Solution Center that contains frequently asked questions, technical tips, reported problems and software error listings, newsletter articles and software field bulletins. This provides valuable support resources immediately and is available 24x7. You can track the progress of open issues, download and upload files, participate in user community



discussion boards and access certification information about software and hardware configurations.

In addition, the support web pages provide email subscription services for support bulletins containing critical technical information, Solution Center articles, as well as technical newsletter articles with useful tips and tricks. With every new release, our documentation team delivers updated tutorials and release notes highlighting an overview of new functionality and improvements, and they are posted to the documentation section of our support website. You can also access the license management tools that provide an electronic copy of your license file and enable you to download a seven-day emergency license in the event of a license server or dongle failure.

Promote your productivity by working with your channel partner and the many tools and support services they have to offer.

For more information, visit www.siemens.com/gtac

### NX 12 features

Using NX 12 enables you to take innovation to the next level by removing barriers. The latest version of Siemens' NX software delivers the next generation of design solutions, allowing companies to leverage digitalization in the product development process. For the first time, NX brings together a number of key technologies in a single platform. Building on Convergent Modeling™ technology, these new solutions combine tools for design optimization, advanced geometry creation, free-form shapes and parametric design. This allows designers to explore more solutions in the product development process. Now with Capital Integrations software, NX 12 delivers a new multidisciplinary design platform that combines mechanical, electrical, electronic and control systems. NX 12 provides support for innovation in the additive manufacturing process, and combined with the latest version of Simcenter™ software, brings best-inclass analysis capabilities to part design.

### Generative design

NX 12 builds upon groundbreaking Convergent Modeling with additional enhancements to increase options for generative design. Integrating multiple design options, such as topology optimization, HEEDs™ software and Convergent Modeling, gives designers and engineers more flexibility when dealing with complex geometries. When only using topology optimization, designers are limited to refining a shape based on certain loading conditions that may affect the overall weight and mass.

### Changing the way products come to life







Changing the way





### Changing the way products evolve









By integrating HEEDS, the limits can include additional conditions such as cost or specific manufacturing parameters, enabling designers to look at designs in an integrated, multidisciplinary way. Combining these enhancements with the new, more advanced features of Convergent Modeling, which allow designers to work with and model faceted geometry, provides a unique tool for innovating in ways not previously possible.

### Multidisciplinary

By harnessing technology from recently acquired Mentor Graphics, NX 12 allows a real-time connection between the design of electrical and mechanical systems. By linking the electrical schematics and the 3D model, designers of wiring diagrams and harness configurations can save time by working more closely. In this example, connections from the schematic model can be automatically transferred to the 3D model, providing the necessary space

reservations for harnesses or other equipment. Managing this data in Teamcenter® software provides a complete picture of any system, allowing teams to collaborate more effectively and work more efficiently.

Multidisciplinary work is not limited to electrical design. Industries involving hydraulics, steam or fluid piping, such as the shipbuilding industry, will benefit from close integration between instrumentation diagrams and 2D schematic layouts. New tools in NX allow engineers to lay out process and instrumentation diagrams (P&ID) in two dimensions, but maintain the design tied to the 3D space model. This synchronization can help eliminate errors and save time as teams work more closely than ever before. NX P&ID offers a powerful way to tie together different disciplines, bringing next-generation design to a variety of companies and industries.



### Design for additive manufacturing:

NX 12 brings new approaches to design for additive manufacturing. New capabilities include the ability to work with different types of design, such as lattice. In the constant drive to reduce component weight and improve resource usage, companies are looking to incorporate lattice structures into design, retaining structural integrity

while significantly reducing weight. NX 12 also offers more capabilities that work behind the scenes, helping designers work more efficiently by checking designs logistically and providing real-time feedback. These integrated tools will not only help designers understand if their parts can be made, but if they can be made efficiently.

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