# Solid Edge maintenance, enhancements and support

## Maximize the value of your Siemens PLM Software investment

### Benefits
- Lower software upgrade costs for major new releases
- Timely updates of software enhancements
- Technical support available from product experts 24/7

### Overview
Achieve continuous value and derive the maximum value from you investment in Solid Edge software by harnessing the power of maintenance, enhancemnts and support (ME&S). Solid Edge® software maintenance allows you to protect and maximize the return on your investment. The Solid Edge ME&S contract includes regular software updates, access to problem resolution tools, and lower software upgrade costs.

**Major Releases of software with new features, functions and enhancements**
With each new release of Solid Edge, our development team strives to keep you in the forefront of product lifecycle management (PLM) technology. Our maintenance customers automatically receive all new software releases, and every version is filled with customer-driven enhancements

Take advantage of incremental improvements to make sure your engineers are up-to-date and your company stays competitive. Solid Edge updates provide maximum productivity, increasing the value of your maintenance dollar with each version installed.

**Point releases of software with corrections and limited new features**
Active maintenance agreements ensure that you will have access to the latest software maintenance packs. Updates are released on a monthly basis in order
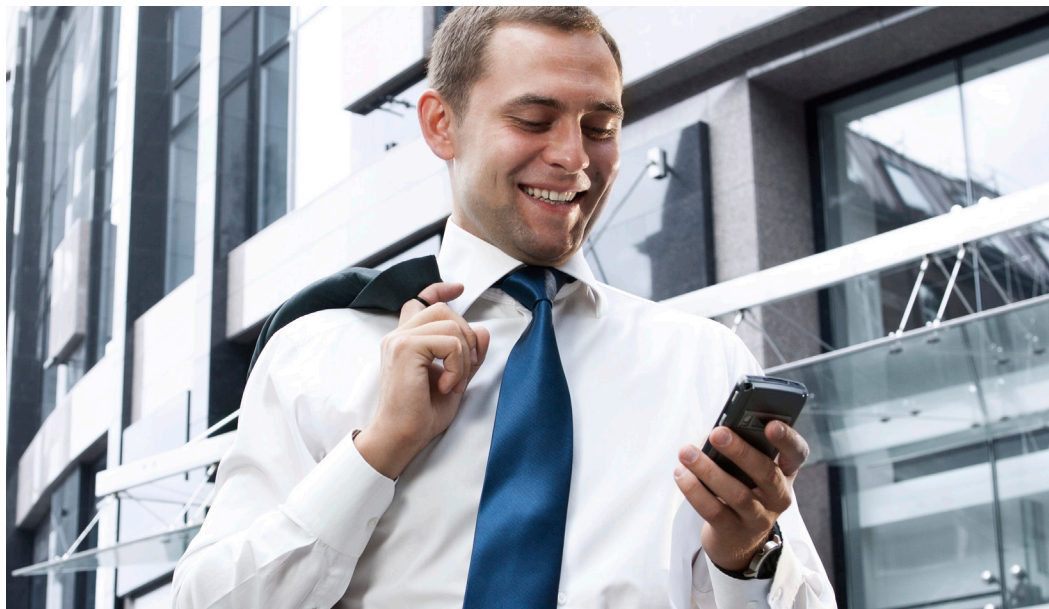
www.solidedge.siemens.com

# Solid Edge maintenance, enhancements and support

**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



to deliver software improvements as quickly as possible. A simple download is all that is required to ensure the latest updates are installed.

**Prompt and effective technical support**

Siemens authorized resellers provide the first line of support locally to ensure effective product implementation and on-going use of Solid Edge.

Together with Siemens PLM Software Global Technical Access Center (GTAC), your authorized reseller will ensure that your support needs are addressed in a transparent and timely manner.

Technical support resouces include GTAC's web-based tools and services, for reporting, updating and monitoring critical issues 24x7.

Additionally, 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. You can track the progress of open issues, download 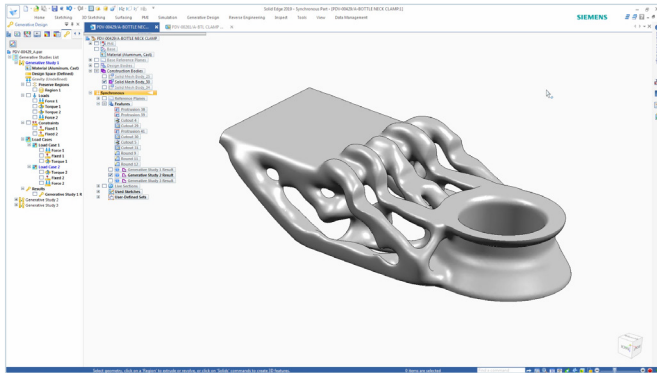and upload files, participate in user community discussion boards and access certification information about software and hardware configurations.

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.

Enhance your productivity by working with your channel partner and the many tools and support services they have to offer.
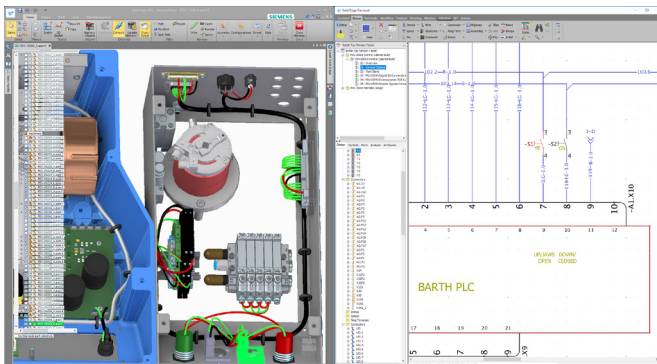
# What's new in Solid Edge 2019

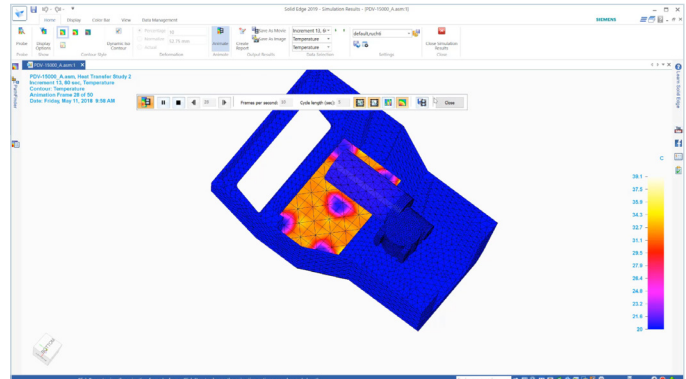**Mechanical design:** Next generation design - today.



- New capabilities in Convergent Modeling™ allow engineers to incorporate mesh models into their design workflows, creating real designs, not just inspirational shapes

- Design for cost capabilities to keep product development on track and within budget

- Solid Edge P&ID Design, 2D flow diagram and symbol support for P&ID creation supporting strict governing requirements for plant design

- Solid Edge Piping Design – automated 3D piping design with comprehensive part libraries and fully automated isometric drawing output for plant design

**Electrical design:** The best electrical design tools join the Solid Edge family.
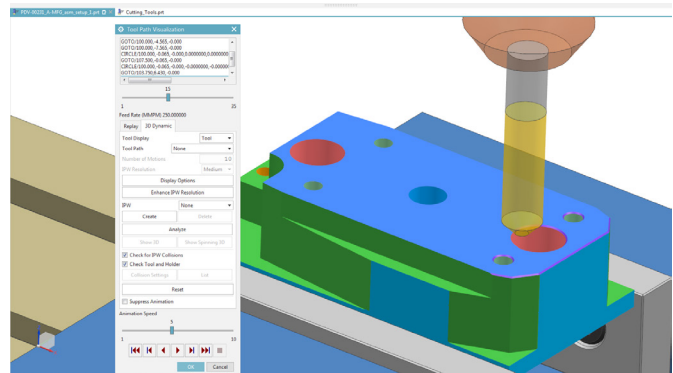


- Solid Edge Wiring Design – wiring design and simulation tools for the rapid creation and verification of electrical systems

- Solid Edge Harness Design – rapid and intuitive harness and formboard design tools with automated part selection, design verification and manufacturing report generation

- Solid Edge PCB Design – schematic capture and PCB layout, including sketch routing, hierarchical 2D/3D planning and placement and ECAD-MCAD collaboration

- Solid Edge Electrical Routing – efficiently creates, routes and organizes wires, cables and bundles

**Simulation:** Complex design validation just got easier.



- Enhanced structural and thermal simulation, including transient heat transfer

- Time-based history analysis enabling simulation of thermal and cooling performance

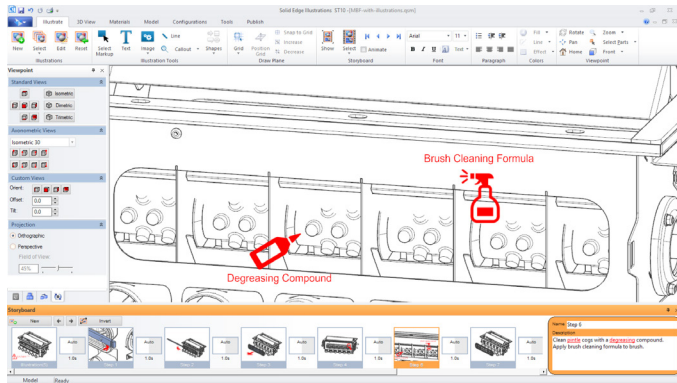- Free surface flow simulation, lighting and radiation capabilities for digital what-if analysis

**Manufacturing:** Bring your ideas to life, in full color.



Introducing Solid Edge CAM Pro – a comprehensive, highly flexible system that uses the latest machining technology to efficiently program your CNC machine tools, from simple NC programming to high-speed and multi-axis machining.

- Associative toolpaths for parts and assemblies speed design changes and updates • Automated print preparation and color printing for additive manufacturing

- Support for 3D printing services so you can compare price and delivery options to make your ideas a reality
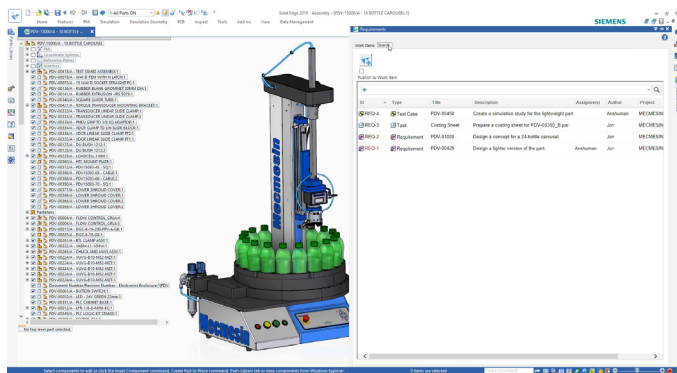
**Technical publications:** Clear communication. Clearly better.



New design-to-publication integration allows users to launch technical publication applications directly from within Solid Edge design.

- Quickly create and publish detailed illustrations of your product designs

- Publish active digital documents for manufacturing, installation and maintenance work instruction packages

- Associative updates keep documents in sync when product designs change

**Data management:** Take control of your data, including your requirements.



- Introducing Solid Edge Requirements Management – capture and manage product design requirements and meet compliance standards with complete traceability

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

For more detailed information on the latest release of Solid Edge, refer to:

What's new in Solid Edge 2019



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