

At **VIAS3D Academia**, we are committed to delivering exceptional support to help our academic customers unlock the full potential of Dassault Systèmes solutions. Our tailored support options are designed to meet the specific needs of academic professionals and students, ensuring they derive maximum value from their licenses.

Due to the discounted pricing of academic licenses, the support included with a software purchase is limited to the **Core Support Package**, as outlined below.

For more information on Support Package options, please contact your VIAS3D Academia representative or info@vias3dacademia.com.

Support Package Levels

1. Core Support Package
2. Priority Care Support Package ***Must be purchased at renewal**
3. VIAS3D Academic Technical Support Account - ATSA Enhanced
4. VIAS3D Academic Technical Support Account - ATSA Premium
5. VIAS3D Academic Technical Support Account - ATSA Services



Core Support Package

New and/or existing Academic customers gain access to the **Core Support Package** which includes:

VIAS3D Support Tool Access

Customers can submit Service Requests (SRs) for installation and licensing issues. Requests are promptly addressed by our team to provide solutions or workarounds.

Defect Management

Report issues related to malfunctions of licensed programs, managed in the DS Support Tool. Severe incidents are escalated through Dassault Systèmes' CRITSIT process, prioritizing critical operational impacts with no available workaround.

Incident Management

VIAS3D serves as the first point of contact for installation or licensing-related incidents, escalating them to Dassault Systèmes when necessary.

Self-Support Web Tools

Access a wide range of online resources and tools available 24/7.

- New Customer Onboarding
- User Communities
- Software Documentation
- Knowledge Base
- VIAS3D YouTube Channel (no login required)

On-Demand Media Download

Download installation images, updates, and patches for licensed programs.

License Key Revisions

Revision of license key as determined necessary.



Priority Care Support Package

Building on the benefits of the **Core Support Package**, **Priority Care Support** provides comprehensive features tailored for renewal customers, ensuring you maximize the value of Dassault Systèmes products. This priority care support package must be purchased with your renewal.

Technical Support Incidents:

Includes **5 support incidents**, with up to **5 hours** of total support time.

Account Duration:

The Priority Care Support Package, purchased during license renewal, aligns with the term of your SIMULIA Academic License.

Unused Support Hours:

Any unused incidents or support hours will expire at the end of your SIMULIA Academic License term and cannot be carried over.

Support Incident Definition:

Each distinct issue or inquiry is considered a separate support incident. If an incident generates additional questions, it is up to the support engineer to determine whether a new incident should be created.

5 EDU Space Vouchers for DS Learning Paths, Modules, and Certifications to distribute as desired among school staff or students

Invitation to the VIAS3D Academia Support Community

VIAS3D Academic Technical Support Account - ATSA Enhanced

The **ATSA Enhanced** support account encompasses all the benefits of the **Core Support Package** and can be purchased at any point during your active license term. It also includes additional technical support, such as:



Technical Support Incidents:

Includes **10 support incidents**, with up to **10 hours** of total support time.

Account Duration:

The **ATSA Enhanced** is active for 12 months and, unless purchased at renewal, will not be coterminous with your SIMULIA Academic License.

Unused Support Hours:

Any unused incidents or support hours will expire at the end of the 12-month period and cannot be carried over.

Support Incident Definition:

Each distinct issue or inquiry is considered a separate support incident. If an incident generates additional questions, it is up to the support engineer to determine whether a new incident should be created.

10 EDU Space Vouchers for DS Learning Paths, Modules, and Certifications to distribute as desired among school staff or students

Invitation to the VIAS3D Academia Support Community

VIAS3D Academic Technical Support Account - ATSA Premium



The **ATSA Premium** support account encompasses all the benefits of the **Core Support Package** and can be purchased at any point during your active license term. It also includes additional technical support, such as:

Technical Support Incidents:

Includes **20 support incidents**, with up to **20 hours** of total support time.

Account Duration:

The **ATSA Premium** is active for 12 months and, unless purchased at renewal, will not be coterminous with your SIMULIA Academic License.

Unused Support Hours:

Any unused incidents or support hours will expire at the end of the 12-month period and cannot be carried over.

Support Incident Definition:

Each distinct issue or inquiry is considered a separate support incident. If an incident generates additional questions, it is up to the support engineer to determine whether a new incident should be created.

20 EDU Space Vouchers for DS Learning Paths, Modules, and Certifications to distribute as desired among school staff or students

Invitation to the VIAS3D Academia Support Community

VIAS3D Academic Technical Support Account - ATSA Services



For those instances when your needs fall outside of the ATSA Premium Support level, VIAS3D offers Training programs for structured learning experiences, Consulting, Development and Implementation services for expert guidance, and Learning Resources for self-directed learning at an additional cost. Each option serves a different purpose and can be utilized based on the specific needs of the user or organization.

Features	Core Support	Priority Support	ATSA Enhanced	ATSA Premium	ATSA Services
VIAS3D Support Tool Access	✓	✓	✓	✓	✓
Defect Management	✓	✓	✓	✓	✓
Incident Management	✓	✓	✓	✓	✓
Self-Support Web Tools	✓	✓	✓	✓	✓
On-Demand Media Download	✓	✓	✓	✓	✓
License Key Revisions	✓	✓	✓	✓	✓
Technical Support Incidents	X	5 incidents	10 incidents	20 incidents	Customizable
EDU Space Vouchers	X	5 vouchers	10 vouchers	20 vouchers	Customizable
Invitation to Academia Community	X	✓	✓	✓	✓
Structured Training Programs	X	X	X	X	✓
Consulting Services	X	X	X	X	✓
Development & Implementation	X	X	X	X	✓



How else can VIAS3D Help?

Training Services:

We offer various training options, including in-person courses, online courses, and custom training programs. Visit our website to learn more:

<https://www.vias3d.com/training/>

Consultation Services:

- Business Consulting
- Implementation Support
- Custom Development
- Onsite Support

To learn more visit our website:

<https://www.vias3d.com/services/>

What is covered under the VIAS3D Academia Support Policy?

Customers may submit Service Requests (SRs) to VIAS3D related to any release identified as supported by DS for assistance including:



- Standard installation support (default configuration will be installed) and support with licensing questions and issues.
 - The installation of a single "release" or software version is considered. Installation of multiple releases are not included. This is limited to a single user desktop application. Server-based software requires separate (paid) installation and configuration services.
 - Support in the installation and configuration of licenses (Node locked or Concurrent/Floating)
 - The number of installations to be performed must be equal to the number of licenses purchased (1 license purchased = 1 product installation)
 - Additional installations required will have an additional cost.
- Collecting, qualifying, and managing incidents by phone, email, and SR submittal, confirming whether submittals are Defect or non-Defect, and forwarding Defect incidents to DS.
- Delivering or otherwise making available applicable Maintenance Deliveries and Releases to customers when available.
- Assisting customers in entering users in the DS Support Tool to access DS Support Services. Assisting customers with CR ITS IT requests by determining CR ITS IT validity under DS policy and providing information in support of the customer to DS.
- Assistance in searching applicable knowledge database (KB) for the supported Licensed Programs.
- Assisting with License Transfer: In the event of a hardware change or the end of life of an existing license server, licenses will be transferred to the required server following a proper documentation process.
- Licensed Programs information, including information on interactive functions and Releases, methodology, user optimization, and technical tips.
- Documentation support: Assistance in finding answers to questions by using Licensed Programs standard documentation.

What is NOT covered under the VIAS3D Academia Support Policy?



- Installation support does not apply to 3DEXPERIENCE, V6, Enovia, or NoMagic solutions. For installation services of these products, please contact your sales executive for the corresponding quote.
- Non-standard installations or installations in an unsupported environment.
- Reinstallation of product due to workstation failures such as reinstallation of the operating system due to virus infection, Windows update or hardware damage.
- Installation of additional stations to the number of licenses purchased.
- The free installation does not include any customization, modification to the software, multiple Releases/versions, or the configuration of specific environments of any OEM (e.g. Ford, Honda, Chrysler).
- 3D modeling, Engineering, or consulting services, including extensive (at the discretion of the support engineer) simulation/model revision, such as Convergence issues and Contact problems.
- Training on DS offerings.
 - The client must have their staff properly trained in the use of the software's functionalities.
 - On the Job Training (OJT)
- Translation and/or conversion of files.
- Support regarding a customized version of any DS Offering.
- Development of new DS Offerings or in-depth methodologies (e.g. detailed API Consulting)
- Enhancement Requests, although VIAS will provide helpful tools to the customer to assist them in submitting Enhancement Requests to DS.
- Information about future DS Offerings Releases.
- Software migration services (e.g. migration from one software version to another such as NoMagic and Teamwork Cloud)
- Subroutine, C++, Fortran, or other libraries or script (e.g. Python) debugging and/or modification.
- Any issues related to the customer's hardware with regard to non-certified configuration for VOi (for example, issues with an unsupported Virtual Machine configuration) or if any components are not listed as verified/qualified per Hardware & Software Certification - Dassault Systemes® (e.g. For example, issues with Abaqus performance due to an unsupported GPU card.)
- Any issues related to the customer's DS if this is not listed as verified/qualified per the Program Directories (For example, a Licensed Program installed in an unsupported DS is experiencing DLL errors or missing libraries.)
- Any issues related to HPC cluster performance or incompatibility with the Licensed Programs.
- Recovery of a database.

How to Get Support



VIAS3D Support Portal

Access the VIAS3D Support Portal to create a support request, review open or past support requests, and access helpful knowledgebase articles.

Phone and Email Support

For immediate assistance:

- **US/Canada:** +1 832.301.0881
- **Mexico:** +52-55-9225-4222
- **Email:** Support@vias3d.com

Office Hours:

Monday to Friday, 9:00 AM to 5:00 PM Central Time (excluding holidays).

Response Time:

Based on office hours.

We are steadfast in our commitment to helping our customers succeed, and we stand ready to support you at every stage. Please do not hesitate to contact us with any questions or concerns about our support policy.

For questions or assistance, please reach out to info@vias3dacademia.com.