



MAKE THE MOST OF YOUR TECHNOLOGY INVESTMENT CADWORX® & ANALYSIS SOLUTIONS PROFESSIONAL SERVICES

PROFESSIONAL SERVICES BENEFITS

- Mitigate business and project risk.
- Shorten project lead times.
- Increase productivity and efficiency.
- Improve results with higher project quality.
- Enhance company reputation.
- Create more repeat business.
- Gain a competitive edge.
- Reduce CAPEX/OPEX.
- Increase profitability.

Quickly ramp up and gain maximum value from your software investment with professional services covering support, training, and consulting.

SUPPORT AT YOUR CONVENIENCE

Intergraph Smart® Support is your online portal to submit technical service requests and find technical information for your software. You can indicate the criticality of your service requests. Support engineers will contact you promptly and, if needed, provide you with a web session.

Smart Support is available to all of our current US and Canadian maintenance customers. In the rest of the world, please contact your local support office.

SUPPORT BENEFITS

Trusted Global Provider	Maximize your technology investment with a provider for all your support needs.
Knowledgeable Support Staff	Benefit from technical personnel with years of industry experience who are ready to help.
Support Notifications	Subscribe to receive notifications for service packs, product releases, and more.
Online Self-Help	Search the Knowledge Base 24/7 to find answers to questions and support-related topics.
Product Resources	Access technical product documentation and downloads for product releases.
ISO 9001 Certified	Rest assured with ISO 9001 certification demonstrating our commitment to quality.



FLEXIBLE TRAINING OPTIONS

Help your users to become productive more quickly! Choose from classroom training at one of our offices or on-site training at your location. Select standard training or custom training tailored to the knowledge and experience of your users.

Classroom Training

Classes are available for:

- CADWorx® (Houston & on-site)
 - CADWorx Plant Professional (TCWX2001)
 - CADWorx P&ID Professional (TCWX3001)
 - CADWorx Structure (TWCX4001)
- CAESAR II® (Houston & on-site)
 - CAESAR II Statics (TCAE1001)
 - CAESAR II Dynamics (TCAE1002)
 - CAESAR II Statics & Dynamics (TCAE1003)
- GT STRUDL® (Atlanta & on-site)
 - GT STRUDL Dynamic Analysis (TGTS1003)
 - GT STRUDL Advanced Linear & Nonlinear Static Analysis (TGTS1004)
 - GT STRUDL Design of Reinforced Concrete Frame Structures (TGTS1005)
 - Overview of GT STRUDL and Basic Static Analysis (TGTS1006)
 - GT STRUDL Steel Design (TGTS1007)
 - GT STRUDL Base Plate Analysis (TGTS1008)
- PV Elite® (Houston & on-site)
 - PV Elite Productivity (TPVE1001)
- TANK® (Houston & on-site)

Online Training

Online training is available for CADWorx, CAESAR II, and PV Elite from pipingdesignonline.com. Take advantage of refresher training or quickly ramp up your skills at a low monthly fee. Enjoy the benefits:

- No travel means no missed work.
- Easy to follow, step-by-step instruction.
- Convenient and self-paced.

FAST-TRACK CONSULTING SERVICES

Accelerate your technology adoption with professional consulting. We understand your needs to clearly define, design, and deliver services and solutions.

Our consultants will work closely with you to optimize and align your investment with your business processes. A simultaneous objective is to resolve or streamline your “everyday” workflow challenges. The aim is to leave you with an optimized, integrated solution to provide maximum benefit in terms of usability, interoperability, and deliverables.

Let our team fast-track the development and implementation of your investment, leaving your staff to focus on what they do best.

ABOUT HEXAGON PPM

Hexagon PPM is part of Hexagon (Nasdaq Stockholm: HEXA B; hexagon.com), a leading global provider of information technology solutions that drive productivity and quality across geospatial and industrial landscapes.