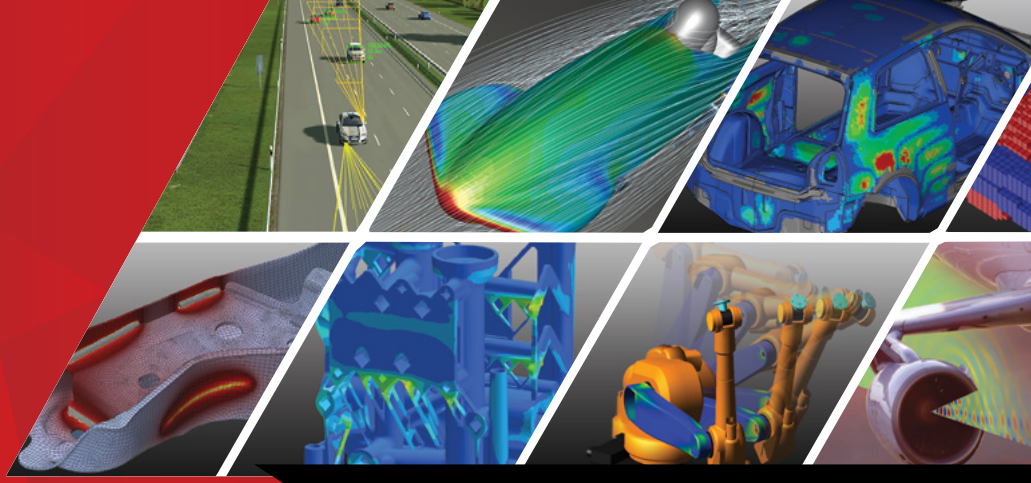


Technical Support



MISSION: To enable the success of our customers by providing the best-in-class knowledge, tools, and expertise using MSC simulation technology.



Our customers have ranked MSC's Support 4.6+ out of 5 over the last 4 years

Personalized Support: MSC Customers can always request help by contacting MSC Technical Support. To maintain and drive customer delight, we have set quality metrics which are monitored for every single support request.

Process: MSC Technical Support logs all requests, including related activity, in our one global support database. This allows us to audit support activity as-needed, as well as measure/monitor the following process metrics to continually improve or take necessary corrective action:

- Initial Response Time: < 2 hours
- Overall Resolution Time: < 2 days
- Technical Support Satisfaction > 4.0 (where 5 = Excellent)

With support engineers located throughout the world, averaging over 15 years of experience and 1300 man years of CAE experience, our team is structured on a technical competency model across the globe.

Technical Support is available in the following languages:
English, Japanese, German, French, Korean,
Chinese, Spanish, Italian, Portuguese, and Russian.

Contact Us

Web: Log on to the MSC support portal located at <http://support.mscsoftware.com/servicerequest>

Email: Send an email to the appropriate address listed at <http://www.mscsoftware.com/support/contacts>

Phone: Call the phone number listed at <http://www.mscsoftware.com/support/contacts> for your residing country/region

“ I am extremely grateful for the MSC Rep's willingness to go above and beyond reasonable requirements. ”

Additional Support

User Forum: Tap into the vast knowledge of the global MSC Software user community

Are you facing challenges with a current project? Want to solicit the opinions of other users of the software you're using regarding how to model particular mechanical phenomena? Visit our MSC Community:

<http://community.mscsoftware.com>

SimCompanion: MSC's self-support knowledge management portal

Get what you want from MSC more efficiently and effectively, either reactively through browsing and searching, or proactively through content email subscriptions that you manage. Visit SimCompanion:

<http://simcompanion.mscsoftware.com>

SimAcademy Webinars

Knowledge webinars covering topics such as:

- Building and refining simulation models
- Automating modeling and simulation tasks
- Discovering advanced modeling techniques

The sessions are hosted courtesy of the MSC Technical Support Team, and the presenters are from the diverse range of experts from within MSC. All MSC customers are invited to be one of the limited numbers of registrants for every new SimAcademy Webinar.

Each session is recorded and available for future playback to MSC customers at MSC SimCompanion support portal.

Visit: <http://www.mscsoftware.com/page/simacademy-webinar-series>



“ My MSC Support Engineer did a good job in researching the problem and coming up with a solution that worked. His suggestion reduced the run time from about 30 hours to 13 hours. ”