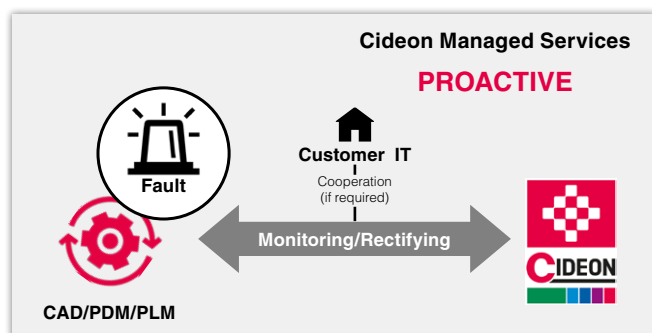# CIDEON

engineering digitized.

Cideon – engineering digitized.

Cideon Managed Services

Quality, speed and reliability are essential in IT systems. Businesses need constant access to their data from fully-operational IT infrastructure.

After implementing CAD/PDM/PLM systems with Cideon, system responsibility and user support is transferred to your IT department. This places major challenges on your IT department to acquire additional resources and new skills and knowledge on operating systems, interfaces, databases, clouds and licensing issues, as well as on how the software solutions are integrated.

Cideon Support provides two different services: Cideon Support Services for reactive support, and Cideon Managed Services for proactive support.

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Highlights

- Greater system resilience
- Automated notifications in the event of malfunctions
- Fast response times from Cideon
- Single point of contact
- Budgetable costs
- Specified service and response times
- Cideon support team with expert product and process know-how
- Latest CAD/PDM/PLM software versions from Cideon

Cideon Managed Services
PROACTIVE

Fault

Customer IT
Cooperation
(if required)

Monitoring/Rectifying

CAD/PDM/PLM

Cideon Managed Services are based on automated 24/7 monitoring of your CAD/PDM/PLM software. We quickly identify abnormal system conditions and can initiate measures at an early stage by directly accessing your systems during regular support service hours using the latest remote technology.

PROCESS CONSULTING ENGINEERING SOFTWARE IMPLEMENTATION GLOBAL SUPPORT

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Cideon Support Services

Provided Services

We Provide Support and Your own IT Department can Focus on its Core Business

Cideon Managed Services support your IT department and undertake administrative tasks for your system and user support. You get instant help with problems and queries concerning your individual software environment via our expert know-how on all Cideon software solutions and the interfaces connecting them. Due to our close co-operation between Cideon support department, as well as consulting and development departments and the direct contact and exchange with manufactures we can assist and help you fastly around all your individual software environments.

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ITIL – Information Technology Infrastructure Library

ITIL is the world's most widely used method of IT management. We use its library of predefined processes, functions and roles to identify, plan and deliver support services that are perfectly tailored to your needs.

Cideon Monitoring as a Service

- 24/7 monitoring of your CAD/PDM/PLM systems and IT infrastructure devices
- Setup, programming and continuous development of sensors for monitoring
- Initiation of solutions for all tickets/events arising from the monitoring of the CAD/PDM/PLM systems. No additional costs for you
- Use of PRTG monitoring software Paessler PRTG

PAESSLER
PRTG
NETWORK
MONITOR

Extra Managed Services (on request)
Examples:
- Regular and planned coordination meetings between Cideon staff and your employees
- Collaboration of Cideon staff in your ticket system

ePLAN   PRO.FILE   SAP   AUTODESK

PROCESS CONSULTING   ENGINEERING SOFTWARE   IMPLEMENTATION   GLOBAL SUPPORT

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FRIEDHELM **L O H** GROUP