



**intercad**  
driving the design

# Subscription Service Program



*“ We rely on Intercad for high-level support. Its support personnel know our business well enough to know what will work for us. ”*

Dr. Rick Coker  
Russell Mineral Equipment





## Your Guide to Intercad's Subscription Service Program

Whether you are a designer, engineering manager, or chief executive, the Subscription Service from Intercad gives you a competitive advantage with your use of SolidWorks Solutions. As a designer, you are entitled to live technical support from certified Support Engineers, receive automatic upgrades to the latest versions of SolidWorks software, as well as requested software enhancements. As a chief executive, you have access to the latest technology, information, and support to protect your investment and ensure continuous productivity improvements.

The Intercad Subscription Service Program lets you focus on what matters most —  
**to attain the ultimate in design efficiency,  
productivity and innovation.**



# Together We Drive The Design.



# Do you know...

**Intercad is the only SolidWorks reseller in Australia and New Zealand with its own Customer Care Team?** Our Customer Care Team is always at your service and is fully engaged to deal with your feedback, interact with other departmental functions as appropriate to help resolve your concerns and issues and provide you with timely reminders on renewals and product / training specials.

**Intercad has the largest team of Certified SolidWorks Engineers in Australia and New Zealand?** With over 18 certified engineers in 7 offices and training centres in NSW, VIC, QLD, WA, SA, Auckland & Christchurch, Intercad has the answers you need, when you need them to take your 3D designs to the next level. Our track record speaks for itself...over 87% of support cases are responded to within the hour.

# over 87%

of support cases responded to within the hour

# over 80%

of our SolidWorks users enjoy the benefits of Intercad Subscription Service.

# Why subscribe?

- An insurance policy against loss of productivity and system “downtime”.
- 13 hours a day of support coverage, from 6am AEST (or 8am NZT) to 7pm AEST (or 9pm NZT)
- Expert advice and assistance - Access to full-time Certified Support Engineers led by Australasia’s only SolidWorks Elite Application Engineer.
- SolidWorks Customer Portal is the exclusive online destination from the time of purchase through to installation and upgrade. It’s the gateway to the entire breadth of Intercad Subscription Service member resources, including support, upgrades, service packs, enhancement requests, license information, forums, archived webcasts, partner discounts, e-learning, and more.
- Stay Knowledgeable - In addition to live support, subscribers get full access to the SolidWorks Knowledge Base, an expansive web-based library of in-depth information and resources. A few minutes of self-directed learning can improve your productivity.
- New Software Upgrades - Receive the latest SolidWorks software to improve your performance and productivity. Leverage innovative tools and leading-edge techniques to create designs faster and more accurately.
- Sophisticated call centre technologies supporting simultaneous access to multiple specialists to resolve issues.
- State of the art web based support through the Intercad web site allowing you to log a support call directly into our support database.
- Ability to email support problem models and more difficult to explain queries directly to the Support team.
- The web based “Web-Tickets” provide a means of tracking the progress of your support queries.
- Remote desktop sharing allows our support engineer to access your PC remotely.
- Complimentary “What’s New” Training after each new Product Release.
- Support for previous version - While on subscription, you are welcome to continue to run, and receive support on, the one release prior to the current SolidWorks release. This policy minimizes production delays and eases your transition to the latest release. Service packs are provided for this release for critical issues reported with the software.
- Customer Experience Programs – Gain access to programs that not only invite your opinions, but also allow you to preview SolidWorks Beta versions and upcoming SolidWorks Early Visibility (EV) Service Packs.
- Stay Current - Subscription Service members have access to testing and certification for the Certified SolidWorks Associate (CSWA) or the Certified SolidWorks Professional (CSWP) credentials for free during the subscription year. In addition, each subscriber can take one Advanced Certification exam per subscription year. These certifications validate that the SolidWorks user has obtained either baseline (CSWA) or advanced (CSWP) expertise in the world’s most widely adopted 3D CAD software.
- Exclusive member only resources throughout the year including the Intercad Parts Library.
- **Additional Services for Strategic Customers \* ❖**  
Protect your investment with Automatic Enrolment into the Health Check Program. Keeping the software and your system(s) up-to-date means that the investment you have made is not being eroded. Periodic visits by our application engineers provides improved efficiency and greater productivity for your business.

\* Available only to customers with 3 licenses and above.  
❖ Bookings in advance are essential

Let's go design with Australia & New Zealand's  
**No.1 SolidWorks Reseller**



**7** Training & Support Centres around Australia & New Zealand

Over **23 years** of reliable service.

**85** Staff Certifications



Largest team of Certified SolidWorks Engineers in Australia and New Zealand with

**300 man years** of CAD experience



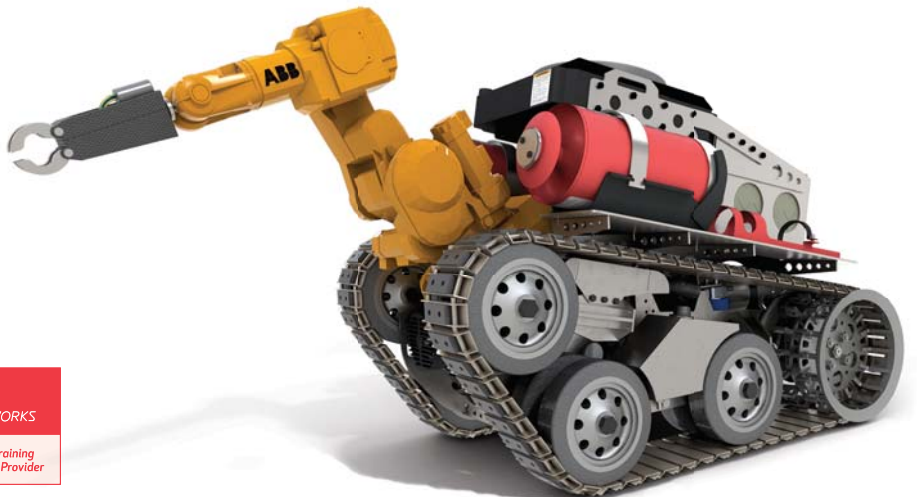
Our motivation for success?  
**Making our customers No.1**

Stay ahead of the competition and on top of your game.  
**Subscribe NOW!**

Our customer say it best...

*“ Intercad supplies us with the tools to get to market more quickly and the technical support and training facilities that help us work more efficiently. It’s this service and reliability that sets Intercad apart. ”*

Jason Leussink  
Leussink Engineering



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