

Performance Specification Software Service



Change History

V.	Date	Name	Comment
0.1	November 07, 2019	Daniel Bielke	Translation request
2.0	November 11, 2019	Daniel Bielke	Spelling mistakes corrected
1.0	November 11, 2019	Daniel Bielke	Release of the overall document
3.0	October 23, 2022	Daniel Bielke	New CI
4.0	April 08, 2024	Daniel Bielke	Updated section "About us" and "Requirements"
5.0	April 17, 2024	Daniel Bielke	Adaptation of the spelling from "CIDEON" to "Cideon"
6.0	May 14, 2024	Daniel Bielke	Adaptation of the "About us" to the new company key performance indicators

Document Information

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Table of Contents

1	About Us.....	3
2	Requirements	4
3	Performance Specification	5
3.1	Services Included	5
3.2	Services Not Included.....	5
4	How to Contact Us	6
5	Service Hours	7
6	Customer's Duty to Cooperate	8



1 About Us

Cideon advises and supports companies in optimizing their product development processes – from the initial concept through to engineering, production and services.

Cideon's innovative solutions ensure continuous data flow along process chains making data accessible and cost-effective throughout the company. In this way, Cideon's customers can fully exploit the potential of digitalization to benefit themselves and their clients.

Cideon employs 310 staff at 13 locations in Germany and Austria. It is part of the Friedhelm Loh Group, a globally successful Group with 12 production facilities and 95 subsidiaries.

Further information can be found at <http://www.cideon.com> and www.friedhelm-loh-group.com.

2 Requirements

- Concluded maintenance agreement or
- Subscription (Software rental)

3 Performance Specification

Our software is continuously updated and developed according to the current technical requirements of the market. Following the conclusion of a maintenance agreement, our customers benefit from software maintenance (updates, etc.), documentation and new product releases.

We receive your support queries for our Cideon standard software through the web-based ticket system in the Cideon Service Portal (service.cideon.com).

3.1 Services Included

- Access to the [Cideon Software Portal](#) providing access to the standard version of the current software
 - Regular new versions of and updated documentation for our standard software
- Access to the [Cideon Service Portal](#) to create support queries (tickets)
 - A central contact person for:
 - Questions and suggestions with regard to the ongoing development of the standard software
 - Questions with regard to the scope of the product portfolio
 - Questions with regard to the scope and date of new releases
 - Questions with regard to the documentation for the products
 - Product support for reporting problems and errors while
 - Using the standard software
 - Installing and distributing the standard software through installation packages provided by Cideon

3.2 Services Not Included

- Consulting queries (methodology and operating principles)
- Issues related to the processing logic of the software or the configuration
- Issues related to administration or fine-tuning (performance) of the systems in question
- Issues related to errors that were caused by a modification to the system (for instance, due to the customer's own internal developments, reconfigurations, etc.)
- Questions related to identified errors due to problems caused by third-party software



4 How to Contact Us

As a basic principle, contact between the customer and Cideon is made through the **Cideon Service Portal** (<https://service.cideon.com>).

Once a ticket is created (a message is sent) by the customer, there may also be contact by telephone while processing the ticket so that Cideon can further clarify the issue if necessary. Cideon may also provide remote support.



5 Service Hours

Regular working days from 8:00 a.m. to 9:00 p.m. (CET/MEZ) in the German state of Saxony apply as the regular service hours.

PROZESSBERATUNG

CIDEON Software & Services GmbH & Co. KG
Performance specification Software Service
Whole company

ENGINEERING-SOFTWARE

Page 7 of 8
Performance Specification Software
Service

IMPLEMENTIERUNG

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GLOBAL SUPPORT

6 Customer's Duty to Cooperate

The customer is obligated to actively cooperate in solving the reported problems and constraints; in particular, this includes:

- Ensuring that any customer employees who are required to solve the problem can be reached (by e-mail or telephone), for example: designers, customer IT, CAD/PDM/PLM administrators, SAP Basis administrators
- Contributing any requested information that is required to find a solution, such as error messages, screen shots, log files, information about patch levels, and so on
- Being ready to implement the solutions proposed by Cideon to eliminate errors based on the instructions (from the ticket, e-mail or telephone)
- Where necessary, securing permission for and providing remote access to the customer systems, along with the necessary authorizations