Bentley SELECT and SELECT Support

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Agenda

- Overview of Bentley SELECT Features

- Overview of SELECT Support

- Details of the services provided by Technical Support Group (TSG)

- How to contact TSG for service

- Additional SELECT benefits

SELECT Sustains Your Competitive Advantage

- Bentley SELECT is a subscription program that helps organizations optimize productivity and lower the total cost of ownership for Bentley software by providing:

  – Flexible licensing options

  – Anytime software upgrades

  – 24/7/365 support availability

for a fixed annual fee per license.

Flexible Licensing Options

- ## Trust Licensing
  - Provides uninterrupted access to your software

- ## Portfolio Balancing
  - Lets you adjust your mix of software titles annually

- ## License Pooling
  - Maximizes software utilization throughout a country
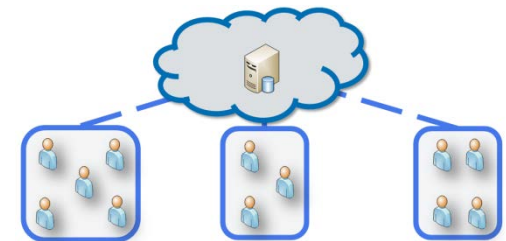
Anytime Software Upgrades

- ## Anytime Upgrades

  – Access to upgrades when you are ready, no additional cost

- ## Any Version Access

  – Use any version of your Bentley software

- ## Technology Previews

  – Exclusive early access before commercial release
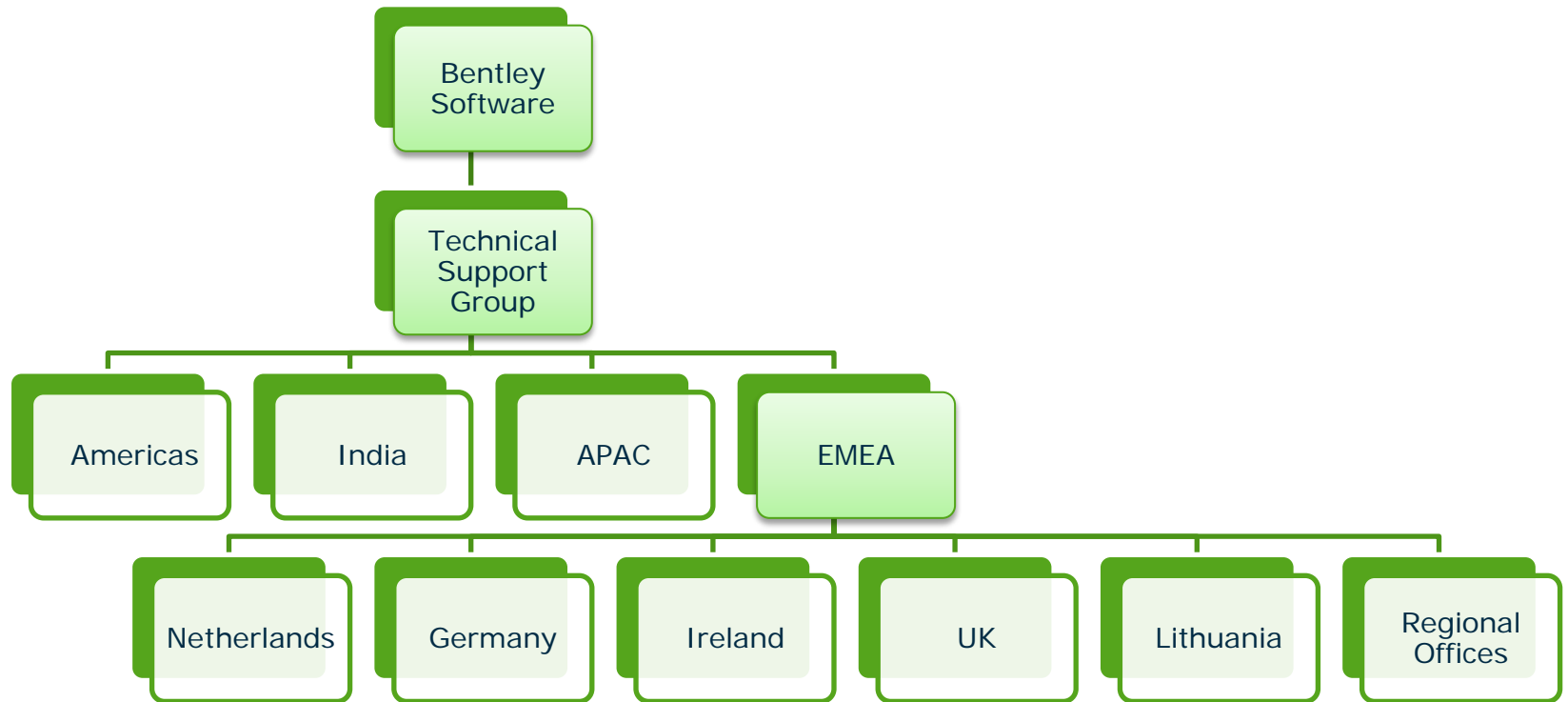
SELECT Support

- Global support organization
  - Americas: **Exton, PA**
  - EMEA: **Dublin, Ireland**
  - APAC: **Melbourne, Australia**
  - Additionally, over 20 product support teams worldwide
  - 23 languages supported worldwide

- 24 X 7 "Follow the sun" support for critical issues

- Technical expertise
  - More than 250 Support Engineers
  - Over 2500 years cumulative industry experience

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# Technical Support – Functional Structure

Support Delivery

- 3 Tier Support Staffing
  - Tier 1: Language, platform, general product support
  - Tier 2: Product and industry (subject matter) experts
  - Tier 3: Software debugging and investigation

- Tools and Services
  - Account Management
  - Online Service Ticket Manager
  - Knowledge Base
  - Remote Interactive Support Tools
  - Software Downloads
  - Tech Notes, FAQs, wiki, blogs, forums

SELECTServices - Account Management

- A single interface to create, manage, and update:
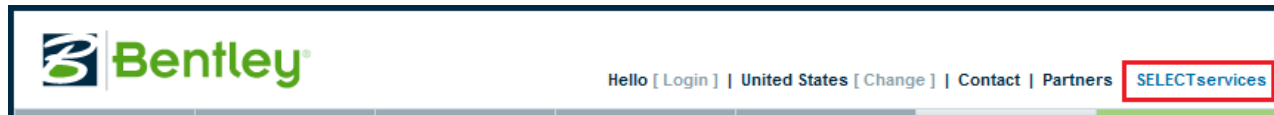
  - Technical support issues
  - License Tool
  - Multi-Site Admin capabilities,
  - Billing, Payment, and invoicing issues.

# Online Knowledge Resources

- Knowledgebase / Wikis / White Papers / FAQs

- Be Communities Discussion Forums

- Software Download / Fulfilment Centre

- Tech Notes and FAQs

Downloads	Support Tools	Account Management	Documentation
Software Downloads	KnowledgeBase	User Permissions	SELECTserver
Bentley Library	Technotes and FAQs	License Tool	Product Documentation
Data Exchange	Service Ticket Manager	Online Activity	Client Server
ftp.bentley.com	Live Chat	Personal Profile	SELECT Program Brochure
Eligible Software	Be Communities (Forums)		SELECT Program Highlights
	AutoPIPE & STAAD.Pro Error Reports		ELS Program Brochure
	Remote Desktop Support		

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Contacting TSG
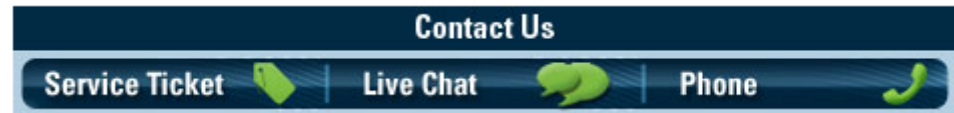
- ## Online Service Ticket
  - 24 X 7 submission, 24 X 5 response: <u>Service Ticket Manager</u>

- ## Live Chat
  - 24 X 5 online service: <u>SELECTservices Online Live Chat</u>
  - Within local business hours: Local language support
  - Outside local business hours: English language support
  - SELECT Users

- ## Telephone (18 free-phone numbers in EMEA)
  - SELECT Subscribers and partners
  - Local numbers: <u>SELECTservices telephone numbers</u>
  - Within local business hours: Local language support
  - Outside local business hours: English language support
  - *Immediate response within business hours, 1 hour outside business hours*

Online Service Tickets

- Service Tickets (STs)
  - Unique identifier for each reported issue
  - Facilitates correspondence, tracking and reporting
  - Enables quality control procedures
  - Can be viewed online (Service Ticket Manager)

Escalation procedures

- Prioritized attention for reported issues

- Issues made visible throughout Bentley

- *Escalate through Sales Account Manager*

User Satisfaction

- Web-based survey tool

- English, French, Italian, German, Spanish, Dutch, soon other major European languages

- Surveys: Consistent 90% satisfaction rating

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New Service Ticket / Request system

- NEW! Option to re-open closed tickets

- NEW Impact and Urgency fields

- NEW Production down flag

- NEW Better categorisation (Product Brand, Product Name, Generation, Version, Language, Keywords hierarchy)

SELECT Provides a Competitive Edge

- Subscribers rely on SELECT to remain competitive—helping them rebound quickly from the downturn.

MicroStation Hours Utilization Index

Bentley's users can view and manage their license usage through SELECTserver license utilization reports.
Shown here are the trends over the past 24 months of the hours utilized of Bentley's flagship product MicroStation.

ENR Top 500 Design Firms
Utilization up by ~ 30% since early 2009

Bentley Infrastructure 500 Top Owners
Utilization up by ~ 150% since early 2009

SELECT Offers even more…

Bentley Developer Network Membership
No Cost Access to software APIs
- Extends software capabilities

On-Demand Self-Study
Catalog of free online training
- Gets you up and running quickly

ProjectWise Passports
Share, publish and review information with ProjectWise*
- Provides free desktop software, reduces cost to implement ProjectWise

*One ProjectWise Passport is granted for each MicroStation license

Summary

- Bentley SELECT Overview
  - Flexible Licensing Options
  - Anytime Upgrade Capabilities
  - Technical Support

- Technical Support Overview
  - Languages, Locations, Expertise

- Technical Support Delivery
  - Resources, tools, quality assurance processes

- Contacting Technical Support

- Additional SELECT benefits

End

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