



Summary

To:

Greg Rhoads, Carsten Gerke, Jette Voigt, Carsten Ahm, Steen Læssøe, Kåre Friis-Christensen

Participants:

Greg Rhoads, Carsten Gerke, Jette Voigt, Kåre Friis-Christensen, Carsten Ahm (Partly), Steen Læssøe (Partly)

Copy:

BentleyUser.dk

Absent:

Prepared by:

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Project:

Meeting date:

2010-05-17

Meeting nr:

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2010-05-31

Bentley Support - BentleyUser.dk

Action

This meeting was arranged as a follow up on a meeting between Bentleyuser.dk and TSG at the BE Conference in Baltimore 2008.

In 2008 bentleyuser.dk experienced many problems with Bentley support. This situation has improved a lot during the last 2 years, though there are still open issues:

- BE Communities has just been launched in a new version, that improves search and creation of articles. BE Communities will in a higher degree be used for FAQ, help with SW and experiences. The ST system will be used for the more 'advanced' questions and error logging. TSG will follow the communication on BE Communities, and be active in replying questions.
- Support of the MX suite is not at a satisfying level. Bentley recognizes this as the no 1 problem in Europe and is in the process of increasing the resources.
- Plant support has been improved with resources in both Dublin and Vilnius.
- ELS users need the possibility to set a Max number of used seats for each application. This is very difficult/impossible for Bentley to solve.
- Tier 1 and tier 2 support is now together in one organisation.
- STs are returned to user with additional questions even if these questions are answered in the original ST.
- Some STs are closed before user can respond (due to out-of-

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office or work load). It will soon be possible to reopen STs from new web-interface.

- Some ST is still un-opened for a longer period.
- It should be possible to set and to raise the priority of a ST. This will be possible later this year.
- Dataset that are delivered from user when logging ST are often not used by analyst
- Information about fixes is not sent to the users that logged the ST. This is very inconvenient for the users. Bentley is currently working on a solution. Fixes will in the future be published on BE Communities.
- In some cases we still receive poor answers to STs. Bentley needs the users to respond on the survey that follows each ST closure.

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