

Siemens DI SW Support Dedicated Support Engineer (DSE)

Pricebook Part Numbers

Part Number ID	Part Number Description
PSS-DSE16-GR1/GR2/GR3/GR4	<p>Monthly service of 16 hours for one month on average of Premium Support, delivered remotely by a Dedicated Support Engineer. The selection of product domain expertise of DSE are to be mutually agreed in writing between Siemens DISW and customer.</p> <p>Tasks include, but not limited to:</p> <ul style="list-style-type: none"> • Proactively provide "at-elbow" support to optimize product use • Recommend and demonstrate feature-function and usage best practices • Answer "How to?" questions and prevent issues • Dedicated to providing product expertise and accelerate issue resolution • Onboard new users and host user group meetings <p>Exclusions: Premium Support does not include development of any customization, Intellectual Property, staff augmentation or any development in behalf of the customer.</p> <p>Up to one onsite visit per 12 months.</p> <p>If after three months, the average of hours per month is higher than 16, more Premium Support will be required to be purchased.</p>
PSS-DSE32-GR1/GR2/GR3/GR4	<p>Monthly service of 32 hours for one month on average of Premium Support, delivered remotely by a Dedicated Support Engineer. The selection of product domain expertise of DSE are to be mutually agreed in writing between Siemens DISW and customer.</p> <p>Tasks include, but not limited to:</p> <ul style="list-style-type: none"> • Proactively provide "at-elbow" support to optimize product use • Recommend and demonstrate feature-function and usage best practices • Answer "How to?" questions and prevent issues • Dedicated to providing product expertise and accelerate issue resolution • Onboard new users and host user group meetings <p>Exclusions: Premium Support does not include development of any customization, Intellectual Property, staff augmentation or any development in behalf of the customer.</p> <p>Up to one onsite visit per 12 months.</p> <p>If after three months, the average of hours per month is higher than 32, more Premium Support will be required to be purchased.</p>

<p>PSS-DSE64-GR1/GR2/GR3/GR4</p>	<p>Monthly service of 64 hours for one month on average of Premium Support, delivered remotely by a Dedicated Support Engineer. The selection of product domain expertise of DSE are to be mutually agreed in writing between Siemens DISW and customer.</p> <p>Tasks include, but not limited to:</p> <ul style="list-style-type: none"> • Proactively provide "at-elbow" support to optimize product use • Recommend and demonstrate feature-function and usage best practices • Answer "How to?" questions and prevent issues • Dedicated to providing product expertise and accelerate issue resolution • Onboard new users and host user group meetings <p>Exclusions: Premium Support does not include development of any customization, Intellectual Property, staff augmentation or any development in behalf of the customer.</p> <p>Up to one onsite visit per 12 months.</p> <p>If after three months, the average of hours per month is higher than 64, more Premium Support will be required to be purchased.</p>
<p>PSS-DSE128-GR1/GR2/GR3/GR4</p>	<p>Monthly service of 128 hours for one month on average of Premium Support, delivered remotely by a Dedicated Support Engineer. The selection of product domain expertise of DSE are to be mutually agreed in writing between Siemens DISW and customer.</p> <p>Tasks include, but not limited to:</p> <ul style="list-style-type: none"> • Proactively provide "at-elbow" support to optimize product use • Recommend and demonstrate feature-function and usage best practices • Answer "How to?" questions and prevent issues • Dedicated to providing product expertise and accelerate issue resolution • Onboard new users and host user group meetings <p>Exclusions: Premium Support does not include development of any customization, Intellectual Property, staff augmentation or any development in behalf of the customer.</p> <p>Up to one onsite visit per 12 months.</p> <p>If after three months, the average of hours per month is higher than 128, more Premium Support will be required to be purchased.</p>