

iSUPPORT IT
Solutions

Highlights

- Flexible support options for every client, including:
 - Web-enabled support
 - 24x7 live support
 - Onsite support services
 - Access to the exhaustive engineering document library in *iGETIT*®, the world's most comprehensive Web-enabled engineering training database
- Scalable solutions from no-cost self-help through enterprise level agreements for the industry's most widely used software and hardware including Dassault Systèmes, Siemens, Autodesk and NetApp
- Global multi-lingual support team with more than 20 years of technical support and call center experience
- Remote-managed support capabilities via modem, Internet and dedicated connection
- Live assistance from dedicated Tata Technologies engineering support professionals

Tata Technologies knows that in order for companies to achieve profitability – it is crucial to have timely and accurate support for systems and applications issues. We also know that in order to increase productivity, it is crucial to have the right information at your fingertips at the right time. At Tata Technologies, every client automatically receives Web-enabled support to ensure that they reap the full benefits from their engineering and manufacturing solutions. And that's just the beginning. With our scalable support options, our clients can choose cost-effective tiers of support that get better and better.

Tata Technologies has developed a comprehensive set of support services available through *iSUPPORT IT*. Why stop at offering Web-based support when we can combine it with live support? And why be satisfied with that when we can help clients better use their systems with the training and knowledge management capabilities of *iGETIT*®, the world's most comprehensive engineering knowledge management system? *iSUPPORT IT* fuses

these essential pieces together to provide better support for all our clients.

Better Support

Every Tata Technologies client receives a free *iSUPPORT IT* Web Help account, allowing them to access more than 100,000 knowledge documents including training courses via the built-in Google™ search engine. This account also enables clients to access the community features on *iGETIT*, including forums, leaderboards and engineering tech tips.

The *iSUPPORT IT* Difference

- Our clients are always our first priority no matter what time of day it is or where they conduct business
- Our clients satisfaction rating for support services is consistently very high
- Our clients are guaranteed quick and accurate answers for how-to and usage questions, defect support, hardware troubleshooting, application support and configuration support
- Our experts provide program fixes, discuss workarounds, correct usage problems and suggest corrective actions

BETTER SYSTEM SUPPORT
BETTER USER KNOWLEDGE



Find Out More

Visit www.myigetit.com for more information about *iGETIT*. Visit www.mysupportit.com to learn more about *iSUPPORT IT*.

Contact:
isupportit@tatatechnologies.com or visit www.tatatechnologies.com for more information about our support services.

Check out the array of useful Autodesk tips and tricks for free at our Ask the CAD Geek site (<http://askthecadgeek.blogspot>)

Global Presence

Tata Technologies serves the major automotive and aerospace OEMs and their suppliers with an integrated workforce of 4,000 professionals in 14 countries, plus near-shore and offshore centers around the world. Contact us at one of our locations below:

North America Headquarters

41370 Bridge Street,
Novi, Michigan 48375-1302, USA
Tel: + 877 668 TATA

Canada Tel: +1 519 944 0106

Mexico Tel: +52 (871) 7221920

Europe Headquarters

Prospect Way
London Luton Airport
Bedfordshire, LU2 9QH, UK
Tel: +44 (0) 1582 878750

Germany Tel: +49 (0) 711 789 09-0

France Tel: +33 (0)3 88 56 89 00

Ireland Tel: +35 3 1 500 6220

Netherlands Tel: + 31 (0) 30 634 637-0

Asia Pacific Headquarters

25 Rajiv Gandhi Infotech Park
Hinjewadi, Pune 411057, India
Tel: +91 20 6652 9090

Japan Tel: +81 (0) 80 3522 1789

Thailand Tel: +66 2 673 6502/7

International & Asia Pacific Headquarters

5 Shenton Way
UIC Building #22-08
Singapore 068808
Tel: +65 6536 5009



Better and Better Support

i SUPPORT IT has the unique advantage of integrating our renowned Web-enabled support, live support and *i GET IT* online knowledge management capabilities into one total support solution. We offer these components in four unique packages:

Support Features	<i>i SUPPORT IT</i> Web Help	<i>i SUPPORT IT</i> Live Help	<i>i SUPPORT IT</i> Multi Application	<i>i SUPPORT IT</i> Enterprise
<i>i GET IT</i> ® Online Community Features	✓	✓	✓	✓
24/7 online access	✓	✓	✓	✓
<i>i GET IT</i> ® Knowledge Database Access: Google search and access to 100,000+ documents	✓	✓	✓	✓
Access to all delivery developed custom documentation	✓	✓	✓	✓
Entry level phone support		✓	✓	✓
Single Application HelpDesk support <ul style="list-style-type: none"> • Live support via phone and Web • Web-based call and issue logging and tracking system • Remote system dial-up support: modem, Internet, ANX, VPN, ISDN • Call escalation procedures • Web, FTP and e-mail access 		✓		
Multi Application HelpDesk support			✓	
Infrastructure Solutions HelpDesk support				✓
24x7 HelpDesk Support		✓	✓	✓
Care Plus and Service Plus Onsite Support Services	✓	✓	✓	✓
<i>i GET IT</i> Foundation Bundle® Online basic MCAD PLM eLearning content, videos, assessments, forums, tech tips, and search engine. Includes access to <i>i GET IT</i> 's Learning Management System, including Web, MS Word and PowerPoint authoring capabilities	✓	✓	✓	✓
<i>i GET IT</i> Professional Bundle® Online access to full MCAD PLM eLearning content plus add video and template-based authoring capabilities	✓	✓	✓	✓

- ✓ 24x7 HelpDesk Support Option can be added to *i SUPPORT IT* Live Help and up
- ✓ Care Plus and Service Plus Options can be added to any *i SUPPORT IT* Package
- ✓ *i GET IT* Foundation Bundle can be added to any *i SUPPORT IT* Package
- ✓ *i GET IT* Professional Bundle can be added to any *i SUPPORT IT* Package

About Tata Technologies

Tata Technologies is a global leader in Engineering Services Outsourcing (ESO) and Product Development IT services to the global manufacturing industry. Our pragmatic approach to engineering and manufacturing processes delivers best-in-class solutions for PLM, Enterprise Resource Management (ERM) and Application Development and Maintenance (ADM) to the world's leading automotive and aerospace manufacturers and their suppliers.