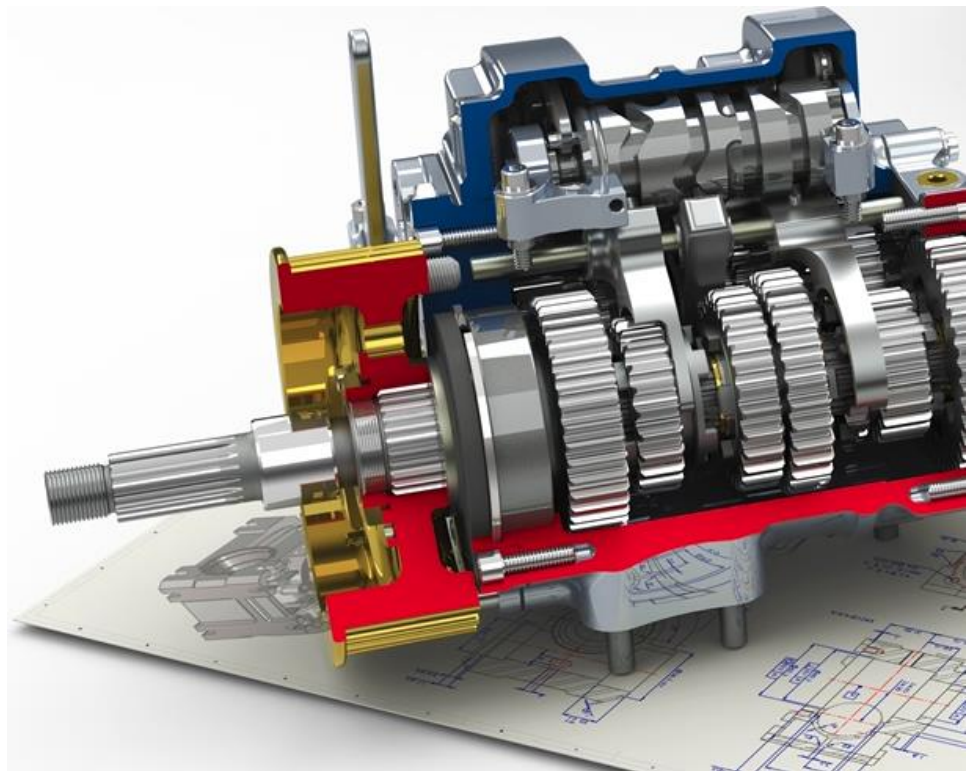


SOLIDWORKS Support from TMS CADCentre



TMS is a trading name of Thom Micro Systems Ltd
Registered Office: 7 Central Park Avenue, Central Park, Larbert, FK5 4RX

TMS CADCentre

TMS began trading in April 1981 and have grown steadily each year to become Scotland's leading CAD Reseller. We have an emphasis on providing the best support and training to ensure our customers achieve the maximum from their investment in SOLIDWORKS CAD Software. TMS is the only SOLIDWORKS Reseller financed and based in Scotland with offices in Larbert and Aberdeen. The company supplies SOLIDWORKS solutions into a wide range of industry sectors as well as the leading academic institutions across Scotland.

Since the formation of the company, the management team at TMS CADCentre have recognised the importance of having a first rate technical support team, staffed by graduate engineers with a wealth of experience in industry. Our customers know that when they have a problem our team will deliver, keeping them on track and on target.

SOLIDWORKS Support

SOLIDWORKS Corporation insists that resellers must maintain a highly technical team able to provide the best support and training to customers using the product. Our technical team sit exams every year to ensure that these high standards are achieved and maintained.

This commitment to maintaining a high level of technical expertise ensures our customers are dealing with best in class engineers when seeking support or training in using SOLIDWORKS.

TMS CADCentre is continually rewarded by SOLIDWORKS each year for being one of the highest SOLIDWORKS Subscription Support Service providers in the UK. Over 90% of our customers renew their annual subscription service each year – further evidence of the high level of customer satisfaction we have achieved.

At SOLIDWORKS World 2019 in Dallas, we were voted Top Reseller for Highest Customer Satisfaction in Euro North, a territory consisting of the UK, Ireland and Scandinavia.

I am particularly proud of the SOLIDWORKS team we have within TMS CADCentre and their continual achievements in providing the very best training and support to our customers. As a result, we can ensure that you will succeed with SOLIDWORKS and your investment will provide the returns expected

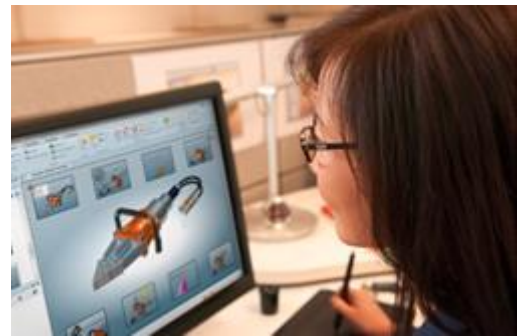
Alex Lowe

Managing Director

SOLIDWORKS Training

Companies purchasing SOLIDWORKS CAD software need to ensure that their staff are adequately trained to maximise the return on their investment. The training team at TMS CADCentre are able to deliver the complete range of SOLIDWORKS courses – all using on the official SOLIDWORKS courseware. There is no better way to learn how to use SOLIDWORKS, the courses we provide will get your staff up to speed quickly but are paced in a way to allow them to build on their knowledge as they become more proficient day to day.

- We have dedicated state of the art training rooms equipped with high end CAD Workstations in our Larbert and Aberdeen offices
- We also have a mobile training room for customers who prefer to have their training on-site at their own premises
- Our CAD training team are tested every year by SOLIDWORKS to ensure that they meet the high demands of customers using the products.



Customer feedback

- “I found the course very informative, useful and enjoyable and am looking forward to putting everything I learnt into practice (I have produced drawings today and have used configurations, sections and ordinance coordinates amongst what I am sure are many other features that I was unaware of 3 weeks ago)” - Dr Andrew Johnston, The R&A, St Andrews
- “I really enjoyed the course and would recommend this to anyone who is starting to use SOLIDWORKS.” - Iain Simpson, Oceaneering Multiflex
- “Completing this course has taught me a lot of the things I will use in my workplace. It was easy to pick and made clear.” – Amy Riddoch, Forsyths
- “The course was fantastic. I learnt a lot of little things you never really think about but makes using SOLIDWORKS faster and easier. Instructor was great and other members of staff were beyond helpful and friendly. The drawings lessons were very helpful. Would recommend and hopefully will be back on more advanced courses! Thanks.”
- Dale Hamilton, PolyOil

SOLIDWORKS Subscription Support Service – What does it provide?

- **Automatic upgrades** to the most up-to-date versions of SOLIDWORKS software, including major releases and service packs.
- **Live telephone support** provided by TMS SOLIDWORKS Technical Support Engineers. We try to resolve every support request during the initial call, if our technical support team are busy, we will log your call and respond within 1 hour.
- [TMS Customer Support Portal](#) – create tickets, view status updates and see solutions for any tickets you've raised. You can add screenshots or attach any files right from the comfort of your browser, on any device.
- **Email support** – requests can be sent to solidworks.support@tms-scotland.com which will create an automatic ticket in our Customer Support Portal. Our portal is monitored throughout the day by our support team and again we strive to respond within 1 hour of receiving the initial request.
- **Remote support** – our support engineers can take control of the customer's workstation to diagnose problems that have been reported via our various support lines. This is a very popular service, our engineers are able to provide real time assistance and instant feedback. This could be explaining the steps taken to resolve an issue or simply some ad-hoc training in how to use the software correctly.
- On-line access to SOLIDWORKS Support Knowledgebase available 24 hours, 7 days a week. This contains a database of technical tips and discussions covering the full range of SOLIDWORKS software.
- On-line access to the SOLIDWORKS Support site
- Ability to shape the future development of SOLIDWORKS by submitting customer enhancement request forms
- On-line training and tutorials at mysolidworks.com
- Access to the SOLIDWORKS Global Support Team. TMS endeavour to resolve all issue as reported, but at times it may be necessary to escalate a support request directly to SOLIDWORKS.
- Certified SOLIDWORKS Professional /Associate exam – one on-line exam per licence currently on subscription. Passing the Certified SOLIDWORKS Professional (CSWP) and Certified SOLIDWORKS Associate exam is proof of a user's SOLIDWORKS knowledge and competency with the software. The exam result also helps to identify any training requirements the user may have.



TMS SOLIDWORKS Support Technical staff are available during normal business hours, 8:30am to 5.00pm Monday to Friday. All requests are logged in our support system and appropriate escalation procedures in place to ensure the customer's issue is resolved as quickly as possible.

SOLIDWORKS Support

Our team of SOLIDWORKS Support Engineers are waiting to take your call. Simply call the following number and follow the instructions:

01324 550 760

You can also log a support ticket in our

[TMS Customer Support Portal](#)

or email us at

solidworks.support@tms-scotland.com

Opening hours are 8:30am to 5pm, Monday to Friday.

SOLIDWORKS Upgrades

You will receive software updates for the duration of your SOLIDWORKS Subscription Service:

- Major Releases (e.g. SOLIDWORKS 2020) available via download from the [SOLIDWORKS Customer Portal](#) or on DVD each year by request.
- Minor Releases (service packs) available via download from the [SOLIDWORKS Customer Portal](#)

Email Updates

We email free invitations to our SOLIDWORKS annual “what’s new” events as well as various other events and customer newsletters throughout the year. To receive these notifications, simply email us at info@tms-scotland.com asking to be added to our SOLIDWORKS Customer Email List.

Finally...please [click here](#) for quick links to everything included in your SOLIDWORKS Subscription Service.