

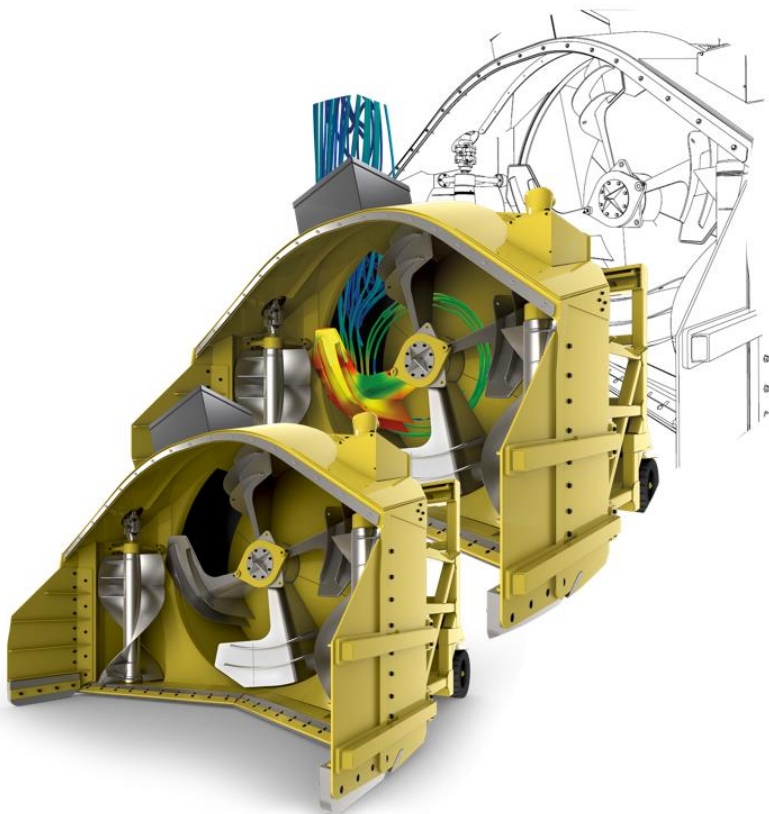
# SOLIDWORKS and 3DEXPERIENCE Platform Support

**CERTIFIED**  
Training & Support  
Provider

 **SOLIDWORKS**

**AUTHORIZED**  
Reseller

 **SOLIDWORKS**



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 Dassault Systèmes products. TMS is the only Dassault Systèmes partner financed and based in Scotland with our primary office in Larbert. The company supplies SOLIDWORKS and 3DEXPERIENCE solutions into a wide range of industry sectors as well as the leading academic institutions across the UK.

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 and 3DEXPERIENCE Support

Dassault Systèmes insists that partners must maintain a highly technical team able to provide the best support and training to customers using their products. 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 or the 3DEXPERIENCE Platform.

TMS CADCentre is continually rewarded by Dassault Systèmes 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.

I am extremely 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.

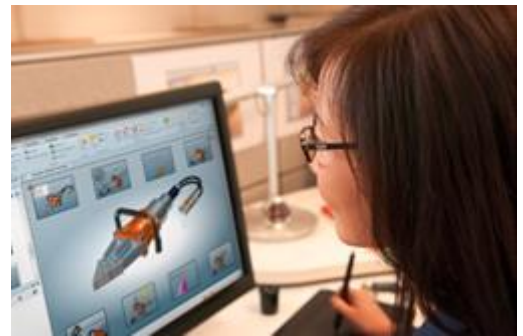
**Mike Newland**

CAD and Digital Engineering Director

## 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 office.
- 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

*"Well presented course. I knew very little about SOLIDWORKS but by the end of the course, I could navigate the program confidently."*

Kevin Inkster, Kanthal

*"Really enjoyable and educational experience. Instructor was very helpful, knowledgeable, and willing to go the extra mile. Been able to learn a lot over a short time, and would highly recommend the course."*

Stuart Johnson, Edinburgh Instruments

*"I learned a lot from this course - from time saving shortcuts to important key principles. The course was well presented with very clear demonstrations of techniques and principles. Really pleased to have taken part in the course."*

Peter Hughes, SD Wind Energy

## SOLIDWORKS and 3DEXPERIENCE 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 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 review solutions for any tickets you've raised. You can add screenshots or attach files right from the comfort of your browser, on any device.
- **Email support** – requests can be sent to [solidworks.support@tms-scotland.com](mailto: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 who will respond within 1 hour of receiving the initial request.
- **Remote support** – our support engineers can take control of the customer's workstation to diagnose and fix problems that have been reported via our various support lines. This is a very popular service where our engineers collaborate with the user in a secure session, providing real-time assistance and feedback. This could be explaining the steps taken to resolve an issue or simply some ad-hoc training on how to use the software correctly. With the appropriate permissions, we can also avoid any potential downtime by remoting onto server-based applications to resolve any PDM or Network License issues.
- Access to the **Dassault Systèmes Knowledgebase** available 24 hours, 7 days a week. This contains a database of technical tips and discussions covering the full SOLIDWORKS and 3DEXPERIENCE portfolio.
- Ability to shape the future development of SOLIDWORKS and the 3DEXPERIENCE Platform by submitting customer **enhancement requests**.
- On-line **training** and tutorials at [mysolidworks.com](http://mysolidworks.com)
- Access to the Dassault Systèmes Global Support Team. TMS endeavour to resolve all issue as reported, but at times it may be necessary for us to escalate a support request directly to the SOLIDWORKS or 3DEXPERIENCE Platform teams.
- **Certification** – one on-line exam per licence currently on subscription. Passing the Certified SOLIDWORKS Associate (CSWA) and Certified SOLIDWORKS Professional (CSWP) 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 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 are in place to ensure any customer issue is resolved as quickly as possible.

## How to Request SOLIDWORKS and 3DEXPERIENCE Support

Our team of Application 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](mailto:solidworks.support@tms-scotland.com)

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

### Upgrades

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

- Major Releases (e.g. SOLIDWORKS 2024) and service packs are available via download from the [SOLIDWORKS Download site](#)
- All 3DEXPERIENCE Customers will be provided with a direct link to upgrade when a service pack, major release or hotfix becomes available.

### Email Updates

We email free invitations to our 3DEXPERIENCE Works 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](mailto:info@tms-scotland.com) asking to be added to our SOLIDWORKS Customer Email List.