

# BIOVIA SUPPORT

## PROJECT DEADLINE. TIME TO MARKET. EARLY FAILURE DETECTION. DATA ACCESSIBILITY. DATASHEET

These are challenges that chemists, biologists and business managers face every day. To overcome these challenges, leading-edge companies in the pharmaceutical, biotech, chemical, and material industries invest in BIOVIA' state-of-the-art products and tools.

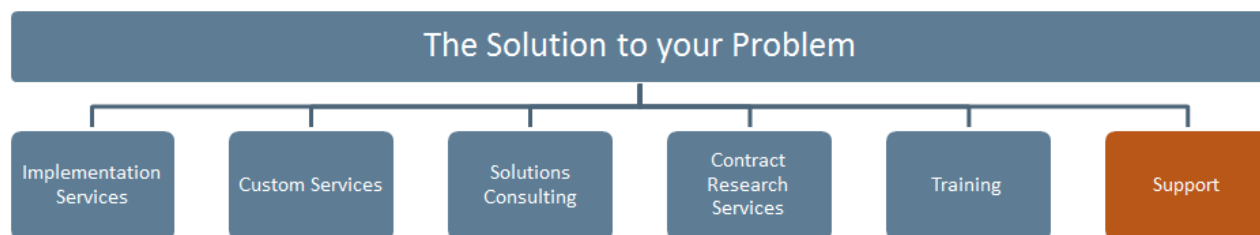
### RELY ON BIOVIA SUPPORT TO HELP YOU OPTIMIZE YOUR INVESTMENT

Count on our support professionals to help you with new hardware, operating systems, information technology requirements and vendor specifications to keep your BIOVIA investment accessible and successful. BIOVIA Support goes beyond fundamental "break-fix" service by providing quick and effective:

- **Application guidance** — how-tos in using the tools and applications
- **Advice on parameters and protocols** — getting the most out of the tools
- **Scientifically valid** interpretation of experimental results

- **Scripting support** — minor scripts to show computational results tailored to the customer's environment or practice
- **Scientific Best Practices** — guidance on the right tool, application software, data set, or procedure
- **Computing-environment/platform advice** — identifying the most stable platform for BIOVIA applications and tools

Over the years we've built a global infrastructure and quality systems to guarantee availability of support and services when you need them. We have support professionals with PhDs in biology or chemistry located throughout the US, Europe, and Asia-Pacific we have installed a global call tracking system with an online customer portal, remote connectivity tools to help diagnose problems quickly, and performance-monitoring systems and reports to ensure that our solutions are of high quality and are delivered on time.



### Our 3DEXPERIENCE Platform powers our brand applications, serving 12 industries, and provides a rich portfolio of industry solution experiences.

Dassault Systèmes, the 3DEXPERIENCE Company, provides business and people with virtual universes to imagine sustainable innovations. Its world-leading solutions transform the way products are designed, produced, and supported. Dassault Systèmes' collaborative solutions foster social innovation, expanding possibilities for the virtual world to improve the real world. The group brings value to over 170,000 customers of all sizes in all industries in more than 140 countries. For more information, visit [www.3ds.com](http://www.3ds.com).

