

Help from users for users. We support your team directly at your computer – via Microsoft Teams and remote access. For urgent project problems as well as configuration, piping specs, isometrics, ortho and reports. You only pay for the time we actually spend together in the meeting.

€180 per hour of use, billed monthly in arrears	45 min first support job free (once per company)	15 min billing increment – actual joint Teams time	Mon–Fri 09:30–16:30
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HOW A SUPPORT APPOINTMENT WORKS

1 Request pick a free slot in your customer account and describe the topic – or by email/phone	2 Confirmation usually within one business day, otherwise an alternative proposal	3 Teams invitation via Outlook, join link also under "My area"	4 Billing actual Teams time, rounded up to 15 minutes
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SUPPORTED SOFTWARE

AutoCAD Plant 3D Projects, configuration, piping specs and catalogs, isometrics, ortho, Report Creator	AutoCAD P&ID Project, tags, symbols, transfer rules, Data Manager	Navisworks • ReCap • EdgeWise Coordination and clash detection, point clouds, scan-to-BIM
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SUPPORT MODELS

Pay as you go €180 per hour, net Billed monthly in arrears – you only pay when you need help.	Bundles – valid for 12 months 10-hour bundle • €175 per hour €1,750 20-hour bundle • €170 per hour €3,400 Fixed basis for budgeting; actual Teams time is deducted. Renew before expiry and unused hours carry over. With a bundle you book appointments yourself in your customer account (support approval).
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TYPICAL TOPICS

- Placeholder with yellow exclamation mark instead of component
- Piping specs, end types and connection settings
- Tags, transfer rules, P&ID ↔ 3D comparison
- Drawing references and line connections
- Isometric and ortho templates, scales
- Reports and BOMs with Report Creator

To look up: we explain common support cases on YouTube and systematically in our video courses; typical questions with answers are listed anonymously in the Plant Engineering Infobase (Questions from practice).

Request support: vertrieb@seitz-ingenieure.de • +49 69 9450725-0 • www.seitz-ingenieure.de/support/