



STRAIGHTFORWARD  
ASSISTANCE FOR CAx ISSUES?

**WHY  
NOT?**

**CENIT SUPPORT**

**cenit**

# PROFESSIONAL SUPPORT FOR EASY PROBLEM RESOLUTION? OF COURSE!

CENIT's support team provides reliable and uncomplicated assistance based on ITIL standards and an ultramodern support center infrastructure. Our long-standing experience guarantees rapid, high-quality problem resolution without impacting client resources.

The CENIT Support Center offers highly scalable, modular services to suit any individual requirement. Our portfolio ranges from time- and material-based framework contracts to support flat-rates and low-cost service contingents to free application support. Clients can also choose to outsource subtasks or individual IT processes.

Via our branch offices, we are right where you need us, nationally and internationally. Our local, multilingual support services guarantee rapid, individual reactions even to location-based issues.

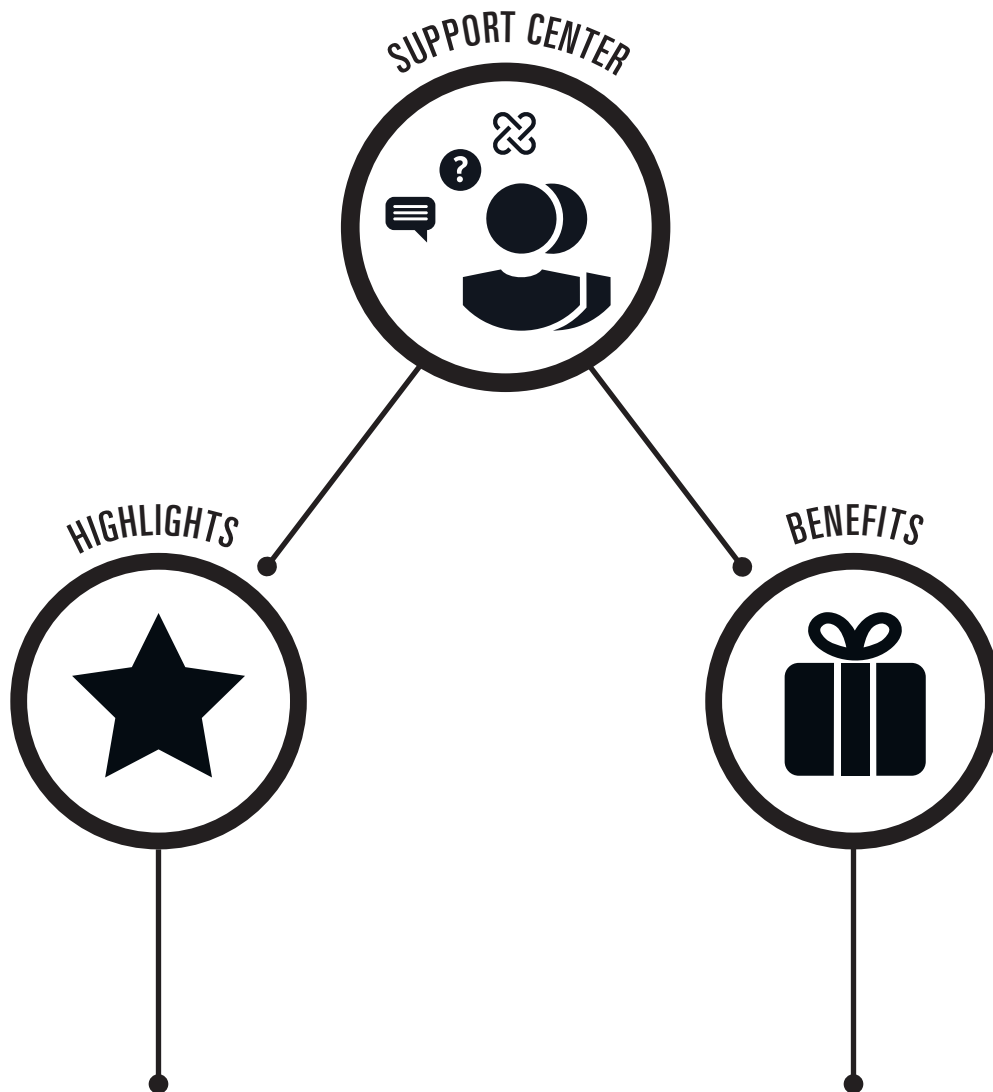
## CONTACT THE CENIT SUPPORT CENTER

Phone: +40 332 430 571

Email: [support@cenit.ro](mailto:support@cenit.ro)

## SERVICE HOURS:

Monday to Friday 08:00 am to 17:00 pm  
(except on Romanian public holidays)



- CENIT-owned Support Center
- Scalable, ITIL-based support concept
- Professional call center infrastructure
- On-site support via CENIT offices throughout Europe
- ISO9001 and ISO27001-certified
- Support covers the entire CENIT product portfolio
- Partnership with Dassault Systèmes
- Certified staff
- Far beyond 1000 clients rely on our PLM support services
- Support in German, English and French

- Simple and uncomplicated
- Rapid reaction and resolution times
- Transparency thanks to service level agreements (SLAs)
- Broad knowledge base due to high number of documented solutions
- Professional problem management
- Individual support
- High quality of problem resolution
- No impact on client resources

CENIT is your partner for successful digital transformation. With a broad solutions and services portfolio, CENIT enables clients to optimize their horizontal and vertical business processes. Our solutions are based on innovative technologies in: product lifecycle management, the digital factory and enterprise information management. With interdisciplinary knowledge of the processes involved and their considerable expertise in the field, CENIT consultants provide customers with end-to-end advice to ensure that solutions are implemented with an understanding of the entire value chain.

With a holistic approach and based on trusted partnerships, CENIT takes responsibility for solutions on behalf of our clients. From the initial consultation to the introduction of innovative IT solutions, right through to ensuring a cost-effective operation. The CENIT team adapts to each client, taking a practical approach, which enables measurable operational optimizations. CENIT has been helping prestigious customers in key industries to gain competitive advantages for over 25 years.

CENIT has over 800 employees worldwide who work with customers from: automotive, aerospace, industrial equipment, tool and mold manufacturing, financial services, and trade and consumer products industries.

**CENIT S.R.L.**

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