



## Customer Support Overview

### How Mentor Graphics Supports You

Increasingly complex designs, shorter product life cycles, thinner margins, faster time to market, global design teams. The challenges to your design productivity continue to grow. It takes more than just innovative design tools to be successful. Stellar customer support that stands behind the tools is just as critical.

At Mentor Graphics our high performance tools are backed by an award-winning\* Global Support and Services Division that is leading the way in EDA software support. A support contract with Mentor Graphics ensures success with our software by offering the following advantages:

- Regular product enhancements and new releases to keep worldwide design teams on track and on time
- Expert technical support to help designers resolve issues rapidly
- SupportNet's comprehensive online support for 24 x 7 access to solutions

Mentor Graphics Customer Application Engineers (CAEs) work side-by-side with product development teams to gain early understanding of upcoming releases and to offer insight into common technical problems.

Unlimited access to our CAEs helps your design teams around the world accelerate product development and increase product quality by providing rapid, expert response to technical issues for the complete family of Mentor Graphics products.

### Features:

- Software enhancements to bring you the latest improvements in product functionality, usability, and performance
- SupportNet for rapid, secure access to online support
- Technical support backed by an award-winning support organization

Global Support and Services

[supportnet.mentor.com](http://supportnet.mentor.com) | [support\\_team@mentor.com](mailto:support_team@mentor.com)



*\*Focus on customer needs has earned Mentor Graphics the industry's only five-time receipt of the Software Technical Assistance Recognition (STAR) Award which recognizes superior levels of technical support to customers.*

From frequent product enhancements and new releases to timely answers through SupportNet, we provide fast response and highly effective solutions. We work hard so you can be as productive as possible. Visit SupportNet today to learn more.



## What a Support Contract From Mentor Delivers

### Support Features

### Benefits

#### Software Enhancement Updates

- Periodic releases
- Service packs
- Defect fixes
- Documentation updates

- Protect your investment in Mentor Graphics software
- Enhance productivity with the latest improvements
- Load crucial patches quickly

#### SupportNet Services

- Troubleshoot technical issues
- Download latest releases
- Reference documentation, AppNotes
- View self-paced tutorials
- Open and track Service
- Complete robust searches
- Manage licensing
- Access system administration info
- Review your Order History
- Participate in Mentor Communities

- Understand the most frequently asked questions from other users
- Learn how to use new features
- Review the latest manuals, release notes
- Submit design issues from any location worldwide
- Decrease resolution time with accurate search results
- Manage assets with license and configuration reports

#### SupportPro Technical Newsletter

- Release announcements
- Business information
- Recent solutions

- Receive automatic technical updates via email
- Get notice of the latest releases and patches each week
- Proactively understand important product issues

#### Technical Support

- Expert support from specialized Customer Applications Engineers
- Multi-level escalation process
- Worldwide tracking system
- Support Center Practices certification

- Get rapid answers to complex technical questions
- Highlight critical issues for immediate attention
- Assure the best resource to answer your questions
- Leverage consistent support processes worldwide

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**Corporate Headquarters**  
Mentor Graphics Corporation  
8005 SW Boeckman Road  
Wilsonville, OR 97070-7777  
Phone: 503.685.7000  
Fax: 503.685.1204  
Sales and Product Information  
Phone: 800.547.3000

**Silicon Valley Headquarters**  
Mentor Graphics Corporation  
46871 Bayside Parkway  
Fremont, California 94538 USA  
Phone: 510.354.7400  
Fax: 510.354.7467  
North American Support Center  
Phone: 800.547.4303

**Europe Headquarters**  
Mentor Graphics Deutschland GmbH  
Arnulfstrasse 201  
80634 Munchen  
Germany  
Phone: 49 89-57096-0  
Fax: 49 89-57096-400

**Pacific Rim Headquarters**  
Mentor Graphics (Taiwan)  
Room 1603, 16F  
International Trade Building  
No. 333, Section 1, Keelung Road  
Taipei, Taiwan, ROC  
Phone: 886.2.87252000  
Fax: 886.2.27576027

**Japan Headquarters**  
Mentor Graphics Japan Co., Ltd.  
Gotenyama Hills  
7-35, Kita-Shinagawa 4-chome  
Shinagawa-Ku, Tokyo 140  
Japan  
Phone: 81.3.5488.3033  
Fax: 81.3.5488.3021

