



SMA

Software Maintenance Agreement Enhancing Engineering Performance

Benefit	Essential	Extra	Elite
Products	All	EPLAN Electric P8 Professional, EPLAN Fluid, EPLAN PPE, EPLAN Cabinet not applicable to add-on modules	EPLAN Electric P8 Professional, EPLAN Fluid, EPLAN PPE, EPLAN Cabinet not applicable to add-on modules
Automatic Updates	✓	✓	✓
Telephone Support via Dedicated Line Excludes holidays and weekends	✓	✓	✓
Email Support Excludes holidays and weekends	24-hour response	Same day response if received before 2:00 P.M. EST	Same day response if received before 2:00 P.M. EST
Data Portal Access	Basic	Premium	Premium
Training	15% discount on Update Training open enrollment classes	15% discount on all EPLAN product training open enrollment classes	20% discount on all EPLAN product training open enrollment classes
New Version/Update Preview via the Web		Participation in a 30-minute-long pre-scheduled open enrollment session	Participation in an hour-long customer scheduled company specific session
Detail Training Voucher Redeemable for one seat in any 1-day open enrollment class of customer's choice			✓
Special Promotions Varies by subscription level	✓	✓	✓
Professional Services Excludes travel expenses		1 day per 12-month term	2 days per 12-month term
Web Recording of Technical Support Sessions for Reference Use Advance notice required for scheduling		✓	✓
Customized Subscription Card	✓	✓	✓



Advance with EPLAN Services

Integrated and Individualized

ePLAN®
electric8

ePLAN®
fluid

ePLAN®
ppa

ePLAN®
cabinet

SMA

Annual Software Maintenance Agreement (SMA) is the fastest and easiest way to continue working with the latest EPLAN technology. SMA customers enjoy expert application assistance, product capability information, exclusive offers, and convenient direct access to EPLAN Data Portal containing an ever-expanding library of certified parts data.

Training

EPLAN training programs are developed and delivered by experienced engineers with real-world savvy to empower you with the proficiency you need to succeed in today's competitive market. In addition to the regular scheduled classes for beginners and advanced users, we also offer customized training programs to meet your company's learning needs for superior quality and efficiency results.

Professional Services

With a unique combination of over 25 years of experience and the technical depth of highly skilled application experts, we deliver the benefits of maximum value generating services to our customers. Whether it's to provide you with a road map of a sustainable implementation process or to prepare you for the next level of integrated automation, we will work with you to identify the opportunities to improve your productivity and outline a plan of action that will yield tangible bottom line results.

ePLAN Your engineering

