



## WHAT IS A CCV?

A CCV is a Client Care Visit. It's an opportunity for you to benefit from engagement with our Applications Engineers. If you are a client current on subscription, then these visits are complimentary as our way of saying 'thank you' for your business. We want to be respectful of your time, so a typical CCV is usually around two hours.

### WHAT HAPPENS ON A CCV?

In addition to one of the previous topics that we can cover for you, we've found that the following other elements are great uses of time:

- **Introductions.** We have the best team of Application and Support Engineers and we want to make sure all of your users know who we are and are comfortable reaching out when he or she needs help.
- **Troubleshooting of existing support cases.** Sometimes being on-site allows us to get a clearer picture of an issue you may be running into.
- **What we call "over the shoulder time."** We work with over 8,000 clients and we'd love to help employ some of the best practices that we've seen in the past.
- **A plant/floor/shop tour.** We know that you all are doing amazing things and we want to see that. Show off as much as you want because we love seeing your success!
- **Lunch (maybe).** That's really your call but if it's easier to get folks together mid-day, let us know and we'd be happy to order some pizza or sandwiches.

## HOW ARE CCVs SET UP?

- YOU can request one! Just contact your local account manager and give us a little bit of information and one of our Application Engineers will be in touch.
- Our preference is on-site with you for these CCVs but we understand that security policies sometimes make that difficult. We'll be happy to facilitate remote client visits as well, if necessary.
- We've conducted thousands of these CCVs and we've found 5 major areas that benefit our clients the most:
  1. **"Large Assembly Performance."** Tips and Tricks for dealing with performance issues in SOLIDWORKS.
  2. **"Drawing Tips and Tricks."** Most of us are still spending a lot of time making drawings and we'd like to help you speed that up.
  3. **"Data Doctor Visit."** A data management analysis session where we can leverage some proprietary tools to help you understand some of the issues with your current data and provide easy solutions.
  4. **"What's New in SOLIDWORKS?"** SOLIDWORKS is adding new functionality into every release of the software and we want you to be able to maximize the return on your investment. Typically, we'll cover the highlights in the last two major releases of SOLIDWORKS.
  5. **"Configuring your SOLIDWORKS Interface."** There are many options within the user interface and we'll help you perfect your workflow using SOLIDWORKS.
  6. **OK. There is a 6th.** If there are other topics that you would like to cover, please let us know.
- We will also likely reach out proactively to see how things are going periodically in order to determine if it makes sense to schedule a CCV.

## WHY WOULD YOU CARE ABOUT CCVs, LET ALONE REQUEST ONE?

- We know how good you are at your job but we also think all of our clients could learn something to improve your usage of the SOLIDWORKS products.
- A CCV is a fantastic way to punctuate the training you have already received from TriMech.
- We can provide valuable insight what our other clients are doing that is leading to the most success.
- We are the experts! You know your industry better than anyone and we know our engineering solutions better than anyone as well. We train a few thousand students a year and handle almost 20,000 technical support cases and we can bring that to bear for your organization.
- We have THE best engineering resources in our industry.
- Whether it is the 20+ Elite AEs (highest honor that SOLIDWORKS, bestows on Reseller Application Engineers) or the 35 Certified SOLIDWORKS Experts (CSWEs), we are constantly investing in the development of our people so that they can serve you better.

## WHAT WILL COME OUT OF A CCV?

- A closer partnership with TriMech.
- Escalated technical support cases.
- Naturally, the lessons that you learned during our couple hours together.
- A detailed post-visit report recapping what we talked about/showed you, along with some additional recommendations.