

# Support

For Siemens NX and SAP-ECTR

Consulting  
Since 1997

# Welcome

## Marenco AG

We offer you our support services for the optimal and cost-efficient support of users and system administrators.

We distinguish between two support levels:

- 1st Level Support (for users)
- 2nd level support (for system administrators)

## Organization

Marenco AG offers its customers support services in various forms to suit their needs and company structures in German or English.

- Within your own company
- Call on the Marenco hotline
- Ticket to the Marenco-Support mail address

We would be happy to create an individually tailored support concept for you, based on our many years of practical experience.

Your Andreas Litscher,

Head of Consulting

# Overview

First Level Support	4
Second Level Support	5
Contact	6
Location	7
Terms of service	9

## First Level Support

For users of Siemens NX and SAP-ECTR



Thanks to our expertise and practical orientation, we can optimally support your users in their daily work with Siemens NX and SAP-ECTR.



- Application problems in the system
- Retraining on specific topics
- Error corrections after user errors
- Support in the methodology for model building or WAVE link structures
- Support after rollouts (intensive care)



This service is aimed at users and key users of Siemens NX and SAP-ECTR.



From once a month to several days a week, dates on request.

## Second Level Support

For administrators of Siemens NX and SAP-ECTR



With our expertise and practical experience, we can support your key users and you as a system administrator in your daily work with Siemens NX and SAP-ECTR.



- Support with extensive error analyses
- Corrections and adjustments in the system configuration
- Support in the processing of routine tasks around the administration



This service is aimed at key user, system administrators and system managers.



From once a month to several days a week, dates on request.



Contact

Tel. 044 952 57 14

[consulting@marenco.ch](mailto:consulting@marenco.ch)

Visit our website to learn more about  
our services.

[www.marenco.ch](http://www.marenco.ch)

# Location

Marenco AG | Dorfstrasse 57 | 8330 Pfäffikon



## Car

From Zurich via the A53 to exit 6 Uster-Nord. Follow Pfäffikerstrasse, Usterstrasse and Hochstrasse until Dorfstrasse. Visitor parking directly in front of the company building at the main entrance.



## Train

From Zurich main station take the S3 to Pfäffikon ZH.  
You can reach Marenco AG on foot in approx. 15 min. (1 km walk).  
Bahnhof SBB > Zelglistrasse > Hittnauerstrasse > GÜchweg > Marenco AG



## Bus

From Pfäffikon ZH station, take the Postbus 835 in the direction of Bauma or the Postbus 837 in the direction of Hittnau to the GÜchweg stop.





ZÜRICH

📍 PFÄFFIKON ZH

RAPPERSWIL-JONA

ZUG



# Terms of service

## Place, time and duration of service provision

The services are provided according to the agreement at the customer's premises, at the Marengo AG site or online. Training sessions take place from 8:30 am to 4:30 pm. Times can be adapted to the wishes of the company by arrangement. A service day comprises 8 hours.

## Order and order confirmation

The order can be placed by telephone or e-mail. The customer will receive an order confirmation at least 7 days before the start of the service.

## Cancellation or prevention

In case of cancellation by the client, no costs will be charged, provided that the cancellation is received in writing by MARENCO AG at least 7 days before the beginning of the service. For cancellations not received in time, CHF 300.- will be charged for extra work. In case of unforeseen events such as accident or illness of the consultant, the service can be postponed at short notice without compensation.

In addition to these terms of service, the General Terms and Conditions of Marengo AG (T&C) apply.

T&C