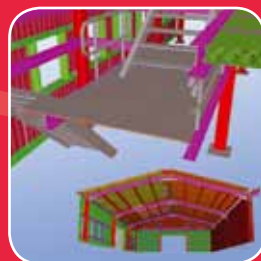




**TEKLA** Structures



# SOFTWARE MAINTENANCE





# TEKLA Structures

## MAINTENANCE

# A CLOSER CONNECTION

> Only customers on maintenance benefit from access to the Tekla Extranet, a global user community that offers a wide range of support and learning material, including a start-up checklist, self-learning videos, release notes and top new features. It also includes downloadable product extensions, discussion forums, and FAQ. If you can't find a solution to your problem from the Extranet, you can e-mail or call local support whenever you have a question. Each local support unit is supported by a global team that works in close cooperation with Tekla product development.



TEKLA SALES AND SUPPORT KNOW ALL CUSTOMERS BY NAME, AND CUSTOMERS KNOW THEM, WHETHER IN ONLINE CONTACT OR FACE-TO-FACE. EACH LOCAL SUPPORT UNIT IS SUPPORTED BY A GLOBAL TEAM THAT WORKS IN CLOSE CONNECTION WITH PRODUCT DEVELOPMENT.

*To make the most of your software tool, start seeing it as a continuous investment instead of a one-time purchase. The companies that take advantage of annual software maintenance and the latest features are the ones who gain the biggest productivity increase and tend to find themselves at the forefront of the industry.*

*Tekla values customer commitment and wants to make sure you get the most out of your investment. Every year we invest nearly 30% of revenue in product development. Purchasing software maintenance from Tekla ensures effective implementation of any Tekla Structures software configuration, regardless of version.*



## COMPANY ACQUISITIONS / LICENCES

> Over the past year we have seen an increase in company acquisitions / amalgamations and this is a reminder to everyone that it is NOT possible to resell your Tekla Structures licences. Tekla do not recognise licences that have been sold on and indeed anybody purchasing a Tekla licence from anybody other than Tekla or one of our representative's risks prosecution. See your Tekla Structures licensing terms, TAC\_2006.

If you are selling your whole company to a 3rd party then the Tekla Structures licences are classed as an asset of the company and we WILL be able to transfer the licences to the new company owner, provided we are supplied with all necessary documentation. This would need to include documentation from Companies House or from your legal representative showing the whole company along with all assets as having been purchased. The new owner would need to pay a small administrative fee to transfer the licences to the new company name as well as take over the maintenance contract. If you need further clarification on this point please feel free to contact us.



## FIGHTING PIRACY

> To protect our customer's interests as well as our own, Tekla joined the Business Software Alliance during 2007. This is a "not for profit" organisation aimed at cutting piracy and illegal usage of software. Piracy hurts your business, it means you are competing against people on an uneven footing. If you are aware of any illegal usage you can report this anonymously through the BSA website at [www.bsa.org](http://www.bsa.org)

If you sub-contract work to people using illegal software then you run a huge risk of problems with the model, crashes, loss of information etc. You are responsible for checking your sub-contractors are using legal software, please call us for confirmation if you have any doubts!

## TRAINING

> Tekla helps all new Tekla Structures users get started as well as maintain their continued development. In addition to free self-learning material on the Web, customised training sessions can be arranged either at your premises or the Tekla training centre. A well-defined training course provides an invaluable start with the software and later, an advanced training course can take you even further!

## TEKLA STRUCTURES EVOLUTION

### Version 11

- > Powerful new template editor
- > New parametric sketching tool
- > Associative & intelligent drawings
  - > Simple NC file interface
- > Intelligent parametric models

### Version 12

- > Improved & quicker usability throughout
- > Enhanced grid tools and visibility options
  - > Automatic anchor bolt plans
  - > Multi-level assemblies
  - > IFC 2X3 functionality

### Version 13

- > Enhanced drawing production and management
- > 4D planning & scheduling tools
  - > Faster handling of large Tekla Structures models
- > Improved multi-user functionality
- > Greater time savings and faster project delivery

### Version 14

- > Task-oriented user interface
- > New more flexible network licensing system
  - > Better multi-user management tools
- > More intelligent interfaces to other software and machinery to support industry workflow

### Version 15

- > Improved visualisation
- > Intuitive modelling and detailing
- > Bigger than ever models and projects
  - > Enhanced output and drawings
- > Interoperability tools for efficient project collaboration
  - > 64 bit support

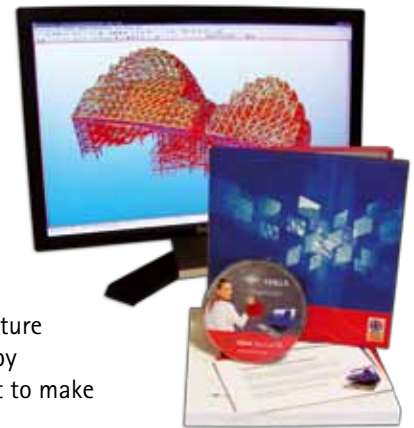


**TEKLA** Structures 17

Released in 2011!

# MAINTENANCE WHAT YOU GET FOR YOUR MONEY!

Ensure you are getting the most out of Tekla Structures, your maintenance contract offers a number of benefits allowing you to maximise its use to the fullest potential. If the new software release saves you five minutes every hour on your day-to-day work then that is equivalent to **saving around one hundred and fifty hours over the year, or four weeks work!**



## SOFTWARE UPGRADES

> Tekla releases one main version a year. Each new version includes many thousands of hours of development work as well as a similar amount spent on maintenance of the existing program. This includes big investments in the renewal of the core architecture to utilise the power of new hardware and operating systems. An example highlighted by Version 16 being Microsoft certified for Windows 7 to compliment recent development to make better use of 64 bit technology.

Customer feedback plays an important role in Tekla development; every year we ask our users to participate in a global survey allowing you to have your say. As a result, several version updates are published to complement the annual main release of the software. Get fast access to the latest releases through the Tekla Extranet and participate in beta testing of new versions. All users with a valid maintenance agreement are entitled to new updates without additional charge.



## SOFTWARE LOCALISATION FOR THE UK

> With each new version of Tekla Structures, Tekla UK also spends hundreds of hours localising the software to best suit the local market and to allow users to make quicker and easier use of the new features provided. We have a local development team dedicated to the upkeep of the cold rolled systems within our Tekla Structures software. The cold rolled team works closely with cold rolled manufacturers to keep abreast of current issues, improvements and latest developments.



## EMAIL SUPPORT, LOCAL TEAM WITH GLOBAL BACK-UP

> Our skilled specialists are close at hand to help you with any problem, large or small. Email our support department and your query will be given an automatic case number. Our support team, based at our Tekla UK offices in Leeds, aim to answer emails as a priority and as quickly as possible. The global support team is also at hand to assist should the need arise.

Email: [support.uk@tekla.com](mailto:support.uk@tekla.com)

## OPEN DOOR POLICY

> If you want specific training on certain elements or topics and can spare a couple of hours, just come to our offices and we'll gladly give you the training you require, one-to-one. All we ask is that you give us a call beforehand so we can arrange the day and the person best suited to train you on your required skill. There's no need to wait until the next upskilling day, as part of your maintenance agreement our door is always open to you.



## UPSKILLING DAYS

> An upskilling day provides users with an opportunity to come through to our offices and learn new features of the software. See how your company can benefit from adopting the new developments via comprehensive demonstrations of the latest version. The course lasts for a day and is free to those on maintenance.



## TELEPHONE SUPPORT

> If you prefer to talk directly to our UK support team, please call our office. Your call will be logged and one of our engineers will call you back. If it's a matter of urgency, please state this and you will be put through directly. Only companies with a current maintenance contract can get through to our UK support team.

Telephone: [+44 \(0\)113 307 1200](tel:+44(0)1133071200)

## TEKLA EXTRANET

> The Extranet is an extra internet site developed for you, which is only accessible to those on maintenance. It has been designed to provide an effective global area in which we can distribute the latest information, upgrades, plug-ins and version downloads etc.

Every English speaking country shares and contributes to this site. The majority of the documentation is provided by our head office and is relevant to everyone. However, any material that the UK office produces in addition to the global documentation is easy to find. Search boxes allow you to navigate to localised UK specific material. Simply type UK or select English in a search term box and see the relevant downloads and manuals etc.

The discussion forums offer you an area in which to debate, chat and question Tekla specialists. There's even a wish-list, throw in your idea's and wishes on how you think Tekla Structures can be even better!

## GOTO MEETING SUPPORT

> Where necessary and useful, we will offer to connect directly to your PC using GoTo Meeting software. The software permits the sharing of either our, or your PC. By taking control of your computer we can carry out specific tasks, or help to resolve any issues while you watch.



# WHAT OTHER SERVICES WE OFFER YOU!

Take full advantage of everything Tekla UK has to offer you! Below is an overview of services we offer to all Tekla Structures users, whether you have a maintenance contract with us or not.

## ON-SITE CONSULTATION

> For a minimal fee we can come to your offices and evaluate your system set-up. A member of our team will check your hardware to ensure it meets our minimum specifications, look at your usage of the software and advise where we think efficiencies and time savings can be made. We've found many people still use the program as they were first taught and therefore are not necessarily taking advantage of all the improvements made to the later versions. A quick consultation can help you to make the most of your Tekla Structures software.



## TEKLA UK WEBINARS

> A webinar is a seminar conducted via the web. We offer webinars to assist in training and knowledge sharing. These live events demonstrate how Tekla Structures can help you increase productivity in construction projects and ultimately accelerate your business. If the live event schedule doesn't fit your timetable, we record all webinars and publish them on the *Tekla UK Webinars* website page. Just click on any of the webinars you want to watch, leave your contact details and start the recorded webinar video.



## FIRST STEPS INTERACTIVE TUTORIAL

> For new users or for people wanting a refresher course, the First Steps with Tekla Structures interactive tutorial is perfect. It will help you get started and takes you through three easy lessons, step by step. The lessons include both modelling and drawing tutorials and can be found on our website at [www.tekla.com/uk](http://www.tekla.com/uk) under the quick links sections.

## TEKLA UK MODEL COMPETITION

> The Tekla UK Model Competition is a great way to gain free publicity and to showcase your companies skills. Every entry gains exposure via our website and the winners go on to have individual brochures printed for their own use, adverts published in leading construction magazines, automatic entry into the annual Tekla calendar and even a press release in some cases. The winners are also put forward to Tekla's Global BIM Awards. Showcasing these models expresses appreciation toward customers and enables Tekla to share such great success stories.



## USER WORKSHOPS

> The workshops take place up and down the country, they are technical in nature and for day-to-day users of the software. The purpose of a workshop is to educate you on the latest techniques of recent and forthcoming versions of Tekla Structures, giving you the ideal opportunity to advance your existing knowledge of our products. The day predominantly consist of live, informative software demonstrations utilising current versions. The workshops are free to attend. However, there is a £100 charge per person for those who reserve a place but do not attend.



## MANAGEMENT DAYS

> All company managers and directors are invited to join an annual management day. In the meetings you will receive valuable information on the latest developments within the Tekla software and an understanding on how they can benefit your business. You will hear from keynote speakers from the industry, customers and partners as they talk about innovative ways they use the software and how it affects the success of their projects. This is a key opportunity to discuss Tekla Structures software with specialists and product developers as well as to learn from other customers, it is also a first class opportunity to network with your industry peers.

## JOB ADVERTISEMENT WEBPAGE

> Advertise open job positions within your company via our website. The job ad's page has increased in popularity over the years and is now one of the most viewed pages on our website. All you have to do is send through your advertisement wording and contact information and we will post it to our website. This service is free to our customers. To see the jobs page go to [www.tekla.com/uk](http://www.tekla.com/uk) and click Job advertisements under the quick links panel to the right. [Email details to: info.uk@tekla.com](mailto:info.uk@tekla.com)

*"Unquestionably a day of great value. It is of fundamental importance that Tekla clients are presented with such opportunities to appreciate, communicate and share in the Tekla vision and its future positioning within what is without doubt a morphing industry. I personally found the management day demonstrated that Tekla are refreshingly in touch with the "whole" industry. The information has been reassuring and instructive of the commitment Tekla have as an organisation across this industry its diverse components and market/s."*

Adrian Hatton, Robinson Construction

## SUB-CONTRACTORS ADVERTISEMENT WEBPAGE

> Advertise your services as a sub-contractor via our website. Sub-contractor adverts are shown in the left hand panel of the job adverts webpage. To place an advert with us simply email the wording, contact info and any images including your logo and our Marketing department will make up an A5 flyer for you. Once you have approved the flyer we will post it to our website. This service is free to our users. [Email details to: info.uk@tekla.com](mailto:info.uk@tekla.com)

## TEKLA REFERENCE WEBPAGE

> Advertise yourself via the Tekla references webpage. This is like a mini case study and works to promote your company while promoting your use of Tekla Structures. To become a Tekla reference supply us with a company description, brief project description, model snapshot and any nice images you have of the finished project. Your reference page will click directly through to your own website. This service is free to our users.

[Email details to: info.uk@tekla.com](mailto:info.uk@tekla.com)



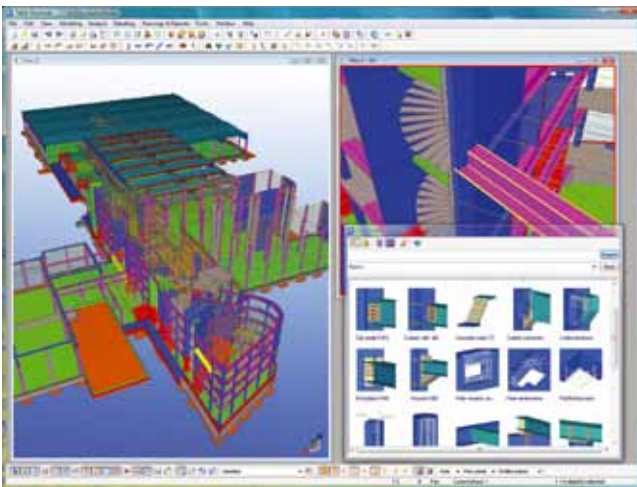
# TEKLA STRUCTURES – INTELLIGENT 3D MODELLING



## TEKLA

> With its software, Tekla Corporation drives the evolution of digital information models and provides thus more and more competitive advantage to the construction and infrastructure industries. Tekla has customers in nearly 100 countries, offices in 15 countries and a worldwide partner network. The company was established in 1966.

> With an ambition to multiply its customers' potential to think and achieve big, Tekla provides an accurate, detailed, and data-rich 3D BIM (Building Information Modelling) software environment that can be shared by contractors, structural engineers, steel detailers and fabricators, as well as concrete detailers and manufacturers. The highly detailed as-built structural models created, combined and distributed with Tekla Structures enable the highest level of constructability and production control. Centralising building information into the model allows for more collaborative and integrated project management and delivery. This translates into increased productivity and elimination of waste, thus making construction and buildings more sustainable.



### CONTACT:

Tekla (UK) Limited  
Tekla House, Cliffe Park Way  
Morley, Leeds, LS27 0RY

Tel. +44 (0)113 307 1200  
Fax. +44 (0)113 307 1201  
Email [sales.uk@tekla.com](mailto:sales.uk@tekla.com)



[www.tekla.com/uk](http://www.tekla.com/uk)