Global Technical Support Guide

Empowering Your Success With Bentley Software

Introduction

Thank you for your purchase of Bentley software and/or services. Our goal is to make it easy for you to create innovative projects with positive impacts. Bentley software should never stand in the way of your work. If you encounter any problems with our software, or need support to use it effectively, we can provide assistance. Here is how we can help.

Bentley Global Support is a dedicated team of engineers with experience and passion for resolving your queries so that you can be successful with our software.

Support Services

Our dedicated support team is committed to your success, and we are here to guide you every step of the way.

❯ Bentley Communities

Bentley Communities is a platform that empowers you with self service to access helpful articles that provide detailed information about Bentley software and interactions with the most knowledgeable experts in the world in the forums. Here are the specific benefits of the site:

Forums	Knowledge Articles
Ask our subject-matter experts questions in forum discussions	Find answers quickly by searching our vast product support knowledge resources
Contribute to the conversation and share your expertise	Browse our product wikis for FAQs, best practices, and how-to guides
Monitored by Bentley experts and other professionals in the field	Follow announcements on product updates
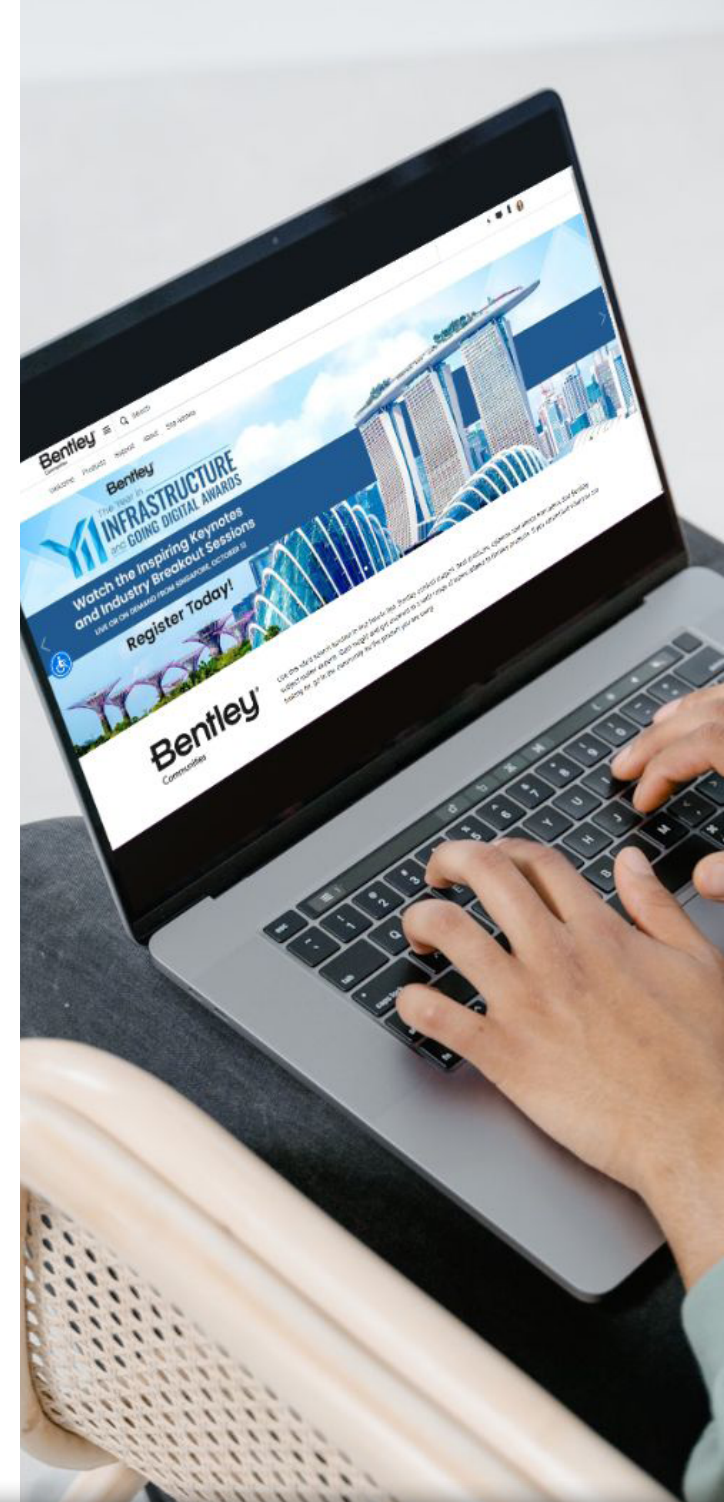
› Technical Product Support Team

Get help with technical inquiries when using Bentley products by engaging with the highly qualified support engineers who will assist with the queries related to the functionality of our products and services.

This includes technical support for over 800 Bentley products; the relevant subject matter experts will be contacted depending on the product selected for technical challenges connected to functionalities information or malfunctioning, installations, and configurations related queries.

› Entitlement Support Team

The Entitlement team's main responsibility is to assist you with activating and managing Bentley licensable applications.

Our team supports licensing administration, user management, subcription analytics, and CONNECTION Client general questions and troubleshooting issues.

› Managed Services Support Team

The Managed Services team investigates and troubleshoots the issues surrounding the Bentley cloud-hosted environment. They are a dedicated group of professionals that offer round-the-clock incident response to quickly address disruptions and minimize downtime, ensuring 24 x 7 access to the Bentley hosted applications you have purchased. This team is a strategic partner committed to your success.

How to Contact
Global Technical Support

If you can't find the answers you need to your question in Bentley Communities and require direct assistance from Bentley Support team, please go to the Bentley Support Portal. To submit a case, click on "Open a Case" link and click on the corresponding form. Once your case is submitted, A Global Technical Support Engineer will be assigned to your case and work on the issue in line with the priority and urgency indicated. You will not be left guessing – the Bentley Support Portal allows you to monitor the status of your case, ask for an update, or close the case.

Bentley users can get the following assistance via the Bentley Support Portal:

◆ Product Technical Support

◆ Licensing Support

◆ User Administration Support

◆ Login and Web Services

◆ Review all cases; update open cases and run historical reports

Local Language Support

In addition to English, we provide phone and email support in 10 languages:

◆ Chinese

◆ Dutch

◆ French

◆ German

◆ Italian

◆ Japanese

◆ Korean

◆ Polish

◆ Portuguese

◆ Spanish
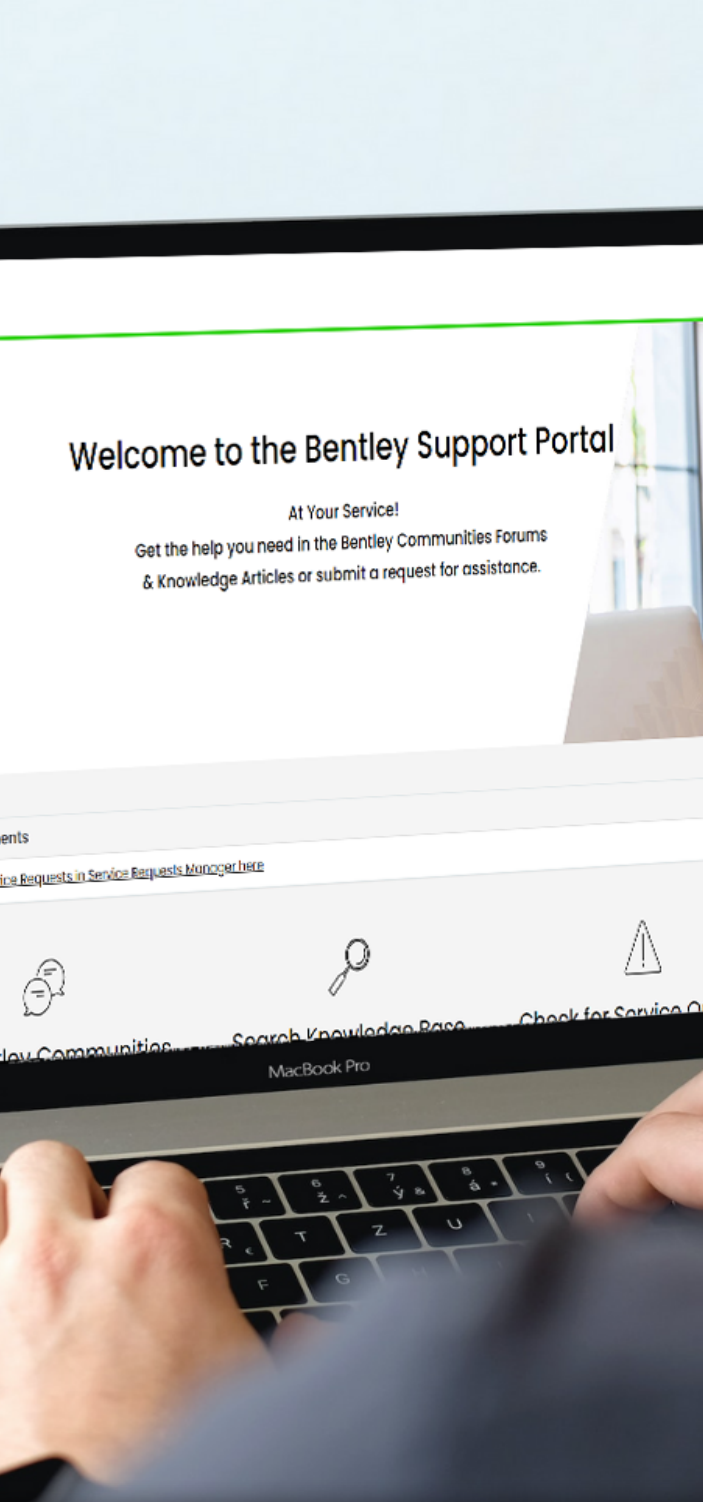
Ways to Contact Global Technical Support

Bentley Communities

Find answers in our articles or ask subject matter experts directly in the community forums by visiting Bentley Communities.

Phone Support

If you have a current subscription with Bentley, you can take advantage of phone support and talk to technical support engineers whenever you encounter critical issues that severely impact your work.

Our technical support engineers are based in key locations worldwide to provide continuous support when you need it. If an issue does not qualify as critical, the support analyst will submit a case on your behalf and the issue will reviewed as per the standard case response time. Phone support in English is provided 24/7/365 days per year.

Support Hub

Our Support Hub helps you find support related information on how to contact support, access Bentley Communities and review top knowledge articles for users and admins.

Levels of Support Summary

The level of technical support will depend on your subscription or licensing plan.

Support Services	Non-Select	Virtuosity	Select	Managed Services
Connect Center	◆	◆	◆	◆
Bentley Communities Knowledge Articles and Forums: Self-Service	◆	◆	◆	◆
Bentley Support Portal: Submit a Case	◆	◆	◆	◆
Four business hour response target for cases		◆	◆	
24/7 Phone Support		◆	◆	◆
24/7 Critical Hosted Environment Support				◆
Priority-based Response Time and Service Level Agreements*				◆

Dependent on your managed services contract.
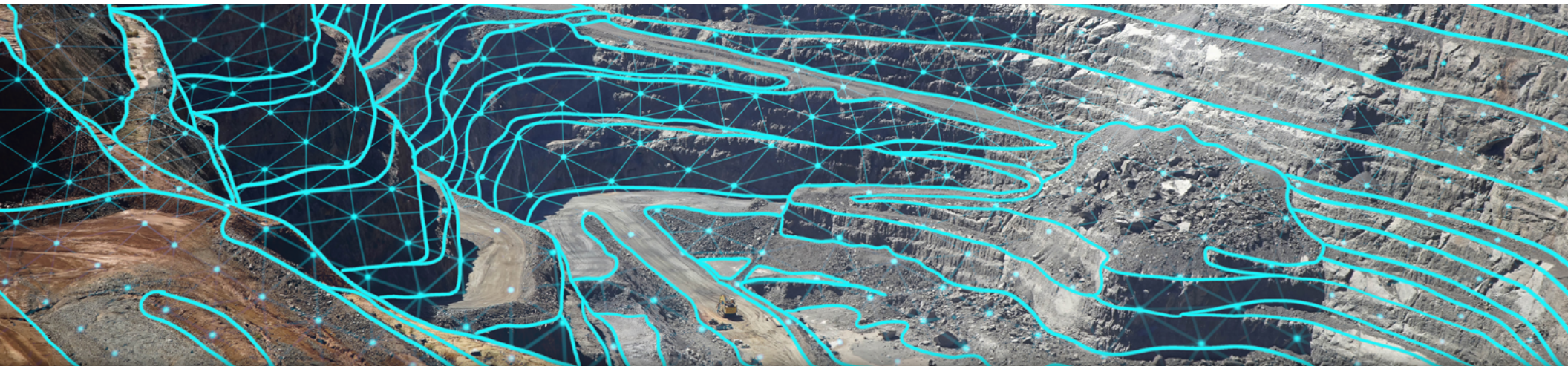
Case Priority Guidelines

To ensure we can address the most severe issues as quickly as possible, we ask that you assign priorities to your requests using the guidelines below. The support analyst assigned to the service request will assess the severity and impact of the issue and may change the priority to ensure they align to the below guidelines.

Priority	Description
Critical	A critical priority is one when you experience a **complete** loss of service or a production down situation where a workaround **does not** exist. These include incidents critically impacting your ability to maintain operations and demand an immediate response. A production down incident affects multiple locations or a high number of users in one (1) location.
High	High priority case should be created when you experience a severe loss of functionality or performance. This includes a major feature or product failure, where a short-term workaround might be available so that the operation can continue but only in a restricted fashion. Or the application is usable but severely limited, impacting the deadline.
Medium	Medium priority should be used for cases that cause noncritical product features to malfunction consistently. It might involve a major feature or product failure but there is an acceptable workaround. A medium priority could also be when there is a problem with a business function in the software that causes an inconvenience to users.
Low	Low priority should be used when an issue does not compromise production or for which a suitable workaround has been identified. These might include operational questions, informational requests, or those where the impact is limited, and the progress of work is not directly impacted.

Report a Defect

We take discovery of any flaws in our software seriously. If you identify and report a software defect to Bentley, it will be documented and logged internally by the technical support engineer. Our software development team will then review the reported defect and determine if and how it will be addressed, subject to the development team's priorities and guidelines.

Bentley's Commitment to Our Users

We care about our partnership with you and your success with Bentley software. Bentley Global Technical Support is dedicated to ensuring the appropriate resources and level of focus to your case to provide a timely resolution.

› How Do I Escalate a Case?

The preferred method of escalating an issue is to contact a member of our Global Technical Support Team. You can also contact your account manager or other Bentley representative to invoke an escalation on your behalf.

An escalation may be appropriate in the following situations:

◆ The production system is down (standard usage, during an upgrade or other implementation), or a deadline is at risk

◆ You are dissatisfied with the responsiveness to, or resolution of, a case

◆ A critical business impact that must be highlighted to Bentley management
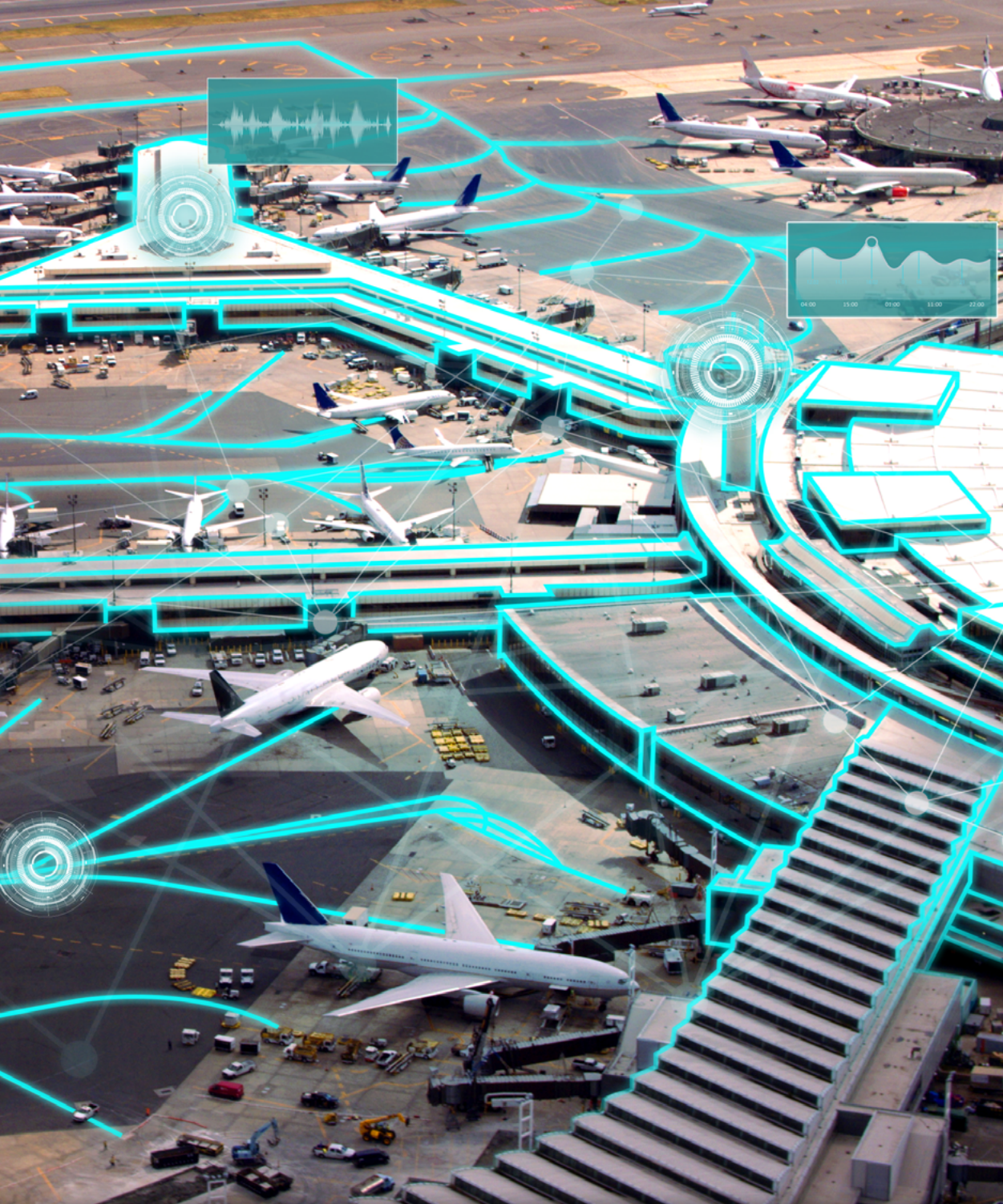
Useful Links

> Training

- ◆ [Learn I Get Started with Bentley Software Training](#)
- ◆ [Bentley LEARNserver](#)

> Product Documentation

- ◆ [Bentley Product Documentation](#)

> Sales

- ◆ [Contact Us](#)

> Bentley Lifecycle Policy

- ◆ [Bentley Lifecycle Policy](#)

> Service Outages

- ◆ [Bentley Systems, Incorporated Status](#)

> CONNECT Center

- ◆ [CONNECT Center](#)

> Bentley Website

- ◆ [Bentley.com](#)

> Product Enhancements

- ◆ [Bentley Ideas Portal](#)