



Software Support Plans

An MTS Software Support Plan (SSP) is a simple, cost-effective way to keep your organization's vital test systems running smoothly. An SSP provides a variety of benefits for MTS software customers:

- » Resolve software issues quickly with priority access to MTS technical support via phone, email, or remote login
- » Training packages provide greater knowledge and productivity for your test operations staff
- » Keep your MTS software up-to-date and performing optimally, with updates downloadable through the myMTS portal.

Instant Access to MTS Software & Updates

SSP customers are provided access the latest software maintenance and feature updates on the my.MTS.com online portal. These updates are included as part of the SSP package – instantly accessible for download and installation on the customer's test system. The myMTS portal also provides access to system manuals, eliminating the need to keep track of disc or paper copies.

SSP Benefits

Priority Technical Support	Unlimited Tier 1 Phone/E-mail and Tier 2 Application Engineering Support
Technical Training	For RPC/cRPC and AeroPro; Tuition-Free, 1 seat for up to 2 training courses per 12-month contract period For TestSuite; Access to online technical training videos, available on the my.MTS.com customer portal
Software Releases	Available on the my.MTS.com customer portal ¹

¹ CD available upon request

World Class Software Training

MTS software training courses are led by industry experts and provide hands-on learning experiences enabling attendees to become thoroughly familiar with their test system operation. With a broad selection of standard advanced and online courses, MTS can meet your specific lab needs. Our regional training centers are in the USA, Korea, and Germany.

Priority Technical Support

Technical issues often require immediate attention to avoid costly downtime, and our responsive and knowledgeable technical support staff is yet another reason why customers chose MTS. SSP customers have priority access to our Tier 1 and Tier 2 technical support teams, which are committed to same-day response to any phone or e-mail communication.

Simplified Budgeting

An SSP agreement is the most economical way to maintain your test software over time. Software releases are available to customers without an SSP agreement, but they must be purchased at list price. Typically, the price of a single upgrade can equal or exceed 2 to 3 years of SSP coverage. With an SSP agreement, your annual investment is fixed and all software releases for your system are included free of any additional charge. In addition, new MTS Software Platform releases will be heavily discounted, helping ensure long-term cost savings for loyal SSP customers.

Enrollment

- » Flexible plan options; SSP agreement can be purchased in 12-month increments, with discounts available for longer term options (up to 5 years).
- » SSP customers will be contacted near the end of the coverage period for renewal.
- » An SSP agreement can be purchased at any time. If customer is on an older software version, catch-up fees may apply to bring the system up-to-date.
- » Operating System software and third-party applications are not included in the SSP.
- » SSP contracts apply to each individual software license. Customers with multiple licenses per test site will cover all licenses under a single SSP for that site.

Contact
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Today



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