

Software Maintenance Package (SMP)

Your software comes standard with a maintenance contract. With our **software maintenance package (SMP)**, you can enjoy the latest version of our software. Plus, you'll have access to our highly skilled customer service engineers, be able to maintain business continuity, and most importantly, **have peace of mind throughout your partnership with Materialise.**

What benefits can you access with your SMP?



Worldwide direct support



System ID change at no cost



Software updates



Free onboarding on our online training platform



Free update training and beta testing sessions



Application engineer support



Option to add new modules and functionalities

**Guaranteed continuity—
limiting downtime and
unexpected costs**

**Stay at the forefront of
technological innovation
and make better use
of your software's
capabilities**

How long is your SMP valid for?

Your SMP is automatically included when purchasing our software and is valid for 12 months. To continue to benefit from this service, you'll need to renew it yearly.

Important to know

- The **System ID** can alter if there is a change in hardware, an update to the operating system, reinstalling or applying a new software image, update certain Materialise software or any other activity that significantly alters the computer from its state at license activation. With an active SMP contract you can change the System ID yourself up to twice a year
- **Modules** can only be added to your license when there is a valid maintenance contract
- When a license is not under maintenance, specific **fees** will be applied in order to receive support, including any change to the System ID

General information

- Get up to speed and learn new tools through the [Materialise Academy](#)
- For any installation or activation issues, please refer to our [help page](#)
- For technical and license support, please contact our [software support team](#)
- For general sales questions, please [contact us](#)