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5 Reasons to Choose Optima

1. 100% customer focused – web based tools solve problems 50% quicker.

Optima are the only company to provide web based meeting support tool to reduce time to resolve your issues. This enables our support team to view your model live via the web. Since its introduction the speed to solve queries has been reduced massively.

“Optima’s web based tool GoToMeeting is fantastic. No longer do I have to waste precious time attempting to explain what I think is going wrong or what I am attempting to do. Just a few clicks away and a meeting is in progress, one of Optima’s support staff are online and have not only fixed the issue but actually shown you where you were going wrong. Every meeting is like a mini tutorial.”

James Fraser, Design and Development Engineer Interplex PMP Ltd.
(Scotland)

“I have been using Pro/ENGINEER for a short amount of time and as with any new CAD I required technical support. The idea of drawn out telephone conversations and emails with instructions of “mouse click here” and “button push there” is daunting. The answer is here with Optima offering GoToMeeting. This allows Technical Support to see exactly what is happening on your screen and where the problem lies. Taking over your mouse they can show you how to fix it; no more long string of instructions. In my opinion it is the only way technical support should operate.”

Steve Quinn, Draughtsman - Intelligent Power Systems

2. Unmatched product & Industry knowledge helping your company to run at peak performance & achieve product development success.

Optima have more technical experience in more product areas than any other reseller. Our team of over 18 technical people have real world experience in many areas and can offer practical advice relevant to your application.

“We have been working with Optima for many years. Their Consultants have been involved with Thales for over 10 years. They understand our business and their product knowledge and level of expertise means we choose Optima.”

Robert Carr, System Administrator - Thales Optronics

“At Howden Compressors we have always been delighted at the results from having our Engineers trained by Optima. The time and care they take

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before, during and after training to ensure the skills learned are suitable for our industry is second to none."

Tom Burrows, Senior Engineer - Howden Compressors Ltd.

3. True national coverage - local to you.

Optima have more offices and training centres than any other PTC reseller ensuring that support is local to you. Over 85% of customers have access to sameday on-site support if required. Our goal is to ensure that you have the local support that you need and when you need it.

"Optima provide a solution which is ideally suited to our requirements with a local support service second to none."

Robert Herron, Senior Mechanical Design Engineer - Clear-Com & Drake, Vitec Group Communications Cambridgeshire

4. Your business and PLM, understanding the connection.

Optima have a dedicated data management and PLM team with over 25 years of experience in this field. We can help you understand what PLM is all about and how it can help you manage and develop your products better, and more importantly the value it will add to your business.

"When selecting a PLM solution partner we chose OPTIMA due to the broad experience of their dedicated PLM team and their understanding of our unique requirements" Nat Muir, Engineering Manager - Yaskawa Electric UK Ltd

5. Eliminate the risk by choosing a long established company.

Optima are now in our 10th year of working with PTC products and many of our customers have been with us for all of this time. No other company has the ability to support your product development now and for the future. Optima are the only logical choice as your partner for PTC product and support.

"There are many resellers we could have purchased Pro/ENGINEER from but Optima stood head and shoulders above the rest. Their ability to supply us with a complete solution including software, hardware, training and consultancy meant that they were the only logical choice for Moxy UK. We are not just choosing a software supplier but a long term partner"

Paul Keating, Engineering Manager - Moxy UK Ltd