



Important Announcement for Avery VIP Customers: Migration to the Siemens Support Center Case Management system

Dear Valued Avery VIP Customer,

I am writing to inform you about an important system transition. Siemens EDA is implementing a migration of the Avery Support Portal from the current Bugzilla system to the Siemens Support Center Case Management system. This transition will be executed in phases over the coming months.

We kindly request your participation in this process, which will require registration and familiarization with the new system.

Your designated migration date is scheduled for Monday, May 26th, 2025.

On this date, your complete case history will be transferred to the [Siemens Support Center](#).

To ensure a smooth transition, you will retain read-only access to the existing Bugzilla system for one month following the migration, allowing you to reference historical data as needed.

The final migration completion date for your account is scheduled for Monday, June 23rd, 2025.

Frequently Asked Questions

Why are we making changes?

- Over the past two years, we have successfully completed the integration of Avery Design Systems into Siemens EDA. We are now proceeding with the migration of all remaining Avery-specific systems to align with Siemens processes, ensuring enhanced service delivery to meet our customers' needs.

How do I get started? I need help logging in to the Support Center. Is there a tutorial?

- First read [Getting started with Siemens Support Center](#)
- Next, log into [Siemens Support Center](#) and read the [Support Center FAQs](#)

Can I still access my old support cases?

- Yes, please search using your BZ cases on [Siemens Support Center](#)
- Learn how to research your case history in [Support Center FAQs](#)

How are support case communications managed?

- All communications for support cases are communicated via email.
- To learn more about your case, you can:
 - Visit [Support Center](#)
 - Reply directly to emails received
 - Search for your case, add comments and upload screenshots

How do I send data and files to the new support system?

- The steps to send data and files may be found in the [Support Center FAQs](#).

Is there a tutorial for how to use the new support system?

- [Support Center FAQs](#) provides steps on how to use the new support system.

What happens to my existing support tickets?

- All existing cases will transfer automatically to the new system
 - Your complete case history will be preserved
 - You will maintain access to all historical data
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Upon successful completion of the migration, your account will be fully transitioned, and access to Bugzilla will no longer be necessary. To facilitate this transition, we have provided several helpful resources in the links above.

We appreciate your continued partnership with Siemens EDA and thank you for your cooperation during this transition. Our commitment to providing excellent support remains our top priority.

Thank you for your cooperation in this matter.

Best regards,

Siemens EDA Support Team