



## You need support? We are there for you!

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### Next PLA 3.0 Webinar & Trainings



// May 26, Europe - Middle East - Africa - Asia - Oceania  
// May 27, The Americas - Europe  
// Jun 02, Europe - Middle East - Africa - Asia - Oceania



*further dates in preparation*



*further dates in preparation*

Dear Max,

In this newsletter

- [You need support? We are there for you!](#)
- [Webinar & Trainings Calendar](#)
- [Meet us at](#)
- [Latest PLA 3.0 Releases](#)

[You need support? We are there for you!](#)

In our last newsletter, I wrote about our [Help Center](#) that has the goal to provide you with the information you need at the time you request it. But what if you require further support?

Did you know that all PLA users have access to our [PLA Support Portal](#)? Even if your support contract is not active, you can get 1st level support with a target response time of 5 business days.

1st level support means technical support and installation support. With an active Support Contract, you enjoy the entire range of benefits ([see all benefits here](#)) including 2nd level support. This includes statistical and other scientific support by a team of biostatisticians and (bio-) chemists. You will benefit from priority support and a much shorter target response time (1 business day).

We have a user-friendly ticketing system ([PLA Support Portal](#)) that helps us to work on your support requests quickly and efficiently, making sure you get your answer within a short period. [Read more](#) about our PLA Support Portal.

We also know that familiarizing yourself with our software is key to speeding up your daily work and lessening your workload. To support you in working smarter, we offer various [PLA 3.0 Trainings](#).

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Best regards  
Mathias von Gellhorn  
Marketing Manager

Stegmann Systems GmbH, Raiffeisenstr. 2, 63110 Rodgau, Germany  
Phone: [+49 \(6106\) 77010-0](tel:+496106770100), Fax: [+49 \(6106\) 77010-190](tel:+49610677010190)  
[www.stegmannsystems.com](http://www.stegmannsystems.com)

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[Current conferences](#)

If you wish to meet one of our representatives, please contact our Sales Team by [mail](#).

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[Webinar & Trainings Calendar](#)



// May 26, Europe - Middle East - Africa - Asia - Oceania, 1.25h

Frankfurt 8 a.m. / Moscow 9 a.m. / New Delhi 11:30 a.m. / Beijing 2 p.m. / Sydney 4 p.m.

// May 27, The Americas - Europe, 1.25h

San Francisco 8 a.m. / Boston 11 a.m. / São Paulo 12 a.m. / Frankfurt 5 p.m.

// Jun 02, Europe - Middle East - Africa - Asia - Oceania, 1.25h

Frankfurt 8 a.m. / Moscow 9 a.m. / New Delhi 11:30 a.m. / Beijing 2 p.m. / Sydney 4 p.m.

// Jan 02, The Americas - Europe, 1.25h

San Francisco 8 a.m. / Boston 11 a.m. / São Paulo 12 a.m. / Frankfurt 5 p.m.



*further dates in preparation*



*further dates in preparation*



*further dates in preparation*

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## Corporate Training

Are you interested in a corporate in-house training? Please contact us via [mail](#) or visit our [website](#).

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## Latest Releases

### **PLA 3.0.5 (build 816)**

Released: 2020-12-10

### **Dose-Response Analysis Package 1.0.0**

Released: 2020-12-10

### **Biological Assay Package 26 SR1 (build 1043)**

Released: 2019-05-17

### **PLA 2.1 (build 605 SR1)**

Released: 2019-09-30

## Download

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## Add-ons for PLA 3.0

PLA is an extensible platform. The user has several options to customize this platform and extend its functionality with add-ons. Go to our [website](#) and find it under 'PLA 3.0'.

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STEGMANN SYSTEMS GmbH  
Raiffeisenstr. 2 // C1, C2  
63110 Rodgau, Germany  
Phone: + 49 6106 77010 - 0  
Fax: + 49 6106 77010 - 190  
[info@stegmannsystems.com](mailto:info@stegmannsystems.com)  
[www.stegmannsystems.com](http://www.stegmannsystems.com)

Commercial Register/Handelsregister Offenbach, HRB 43033  
CEO/Geschäftsführer: Dr. Ralf Stegmann

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