PTC Global Maintenance Support
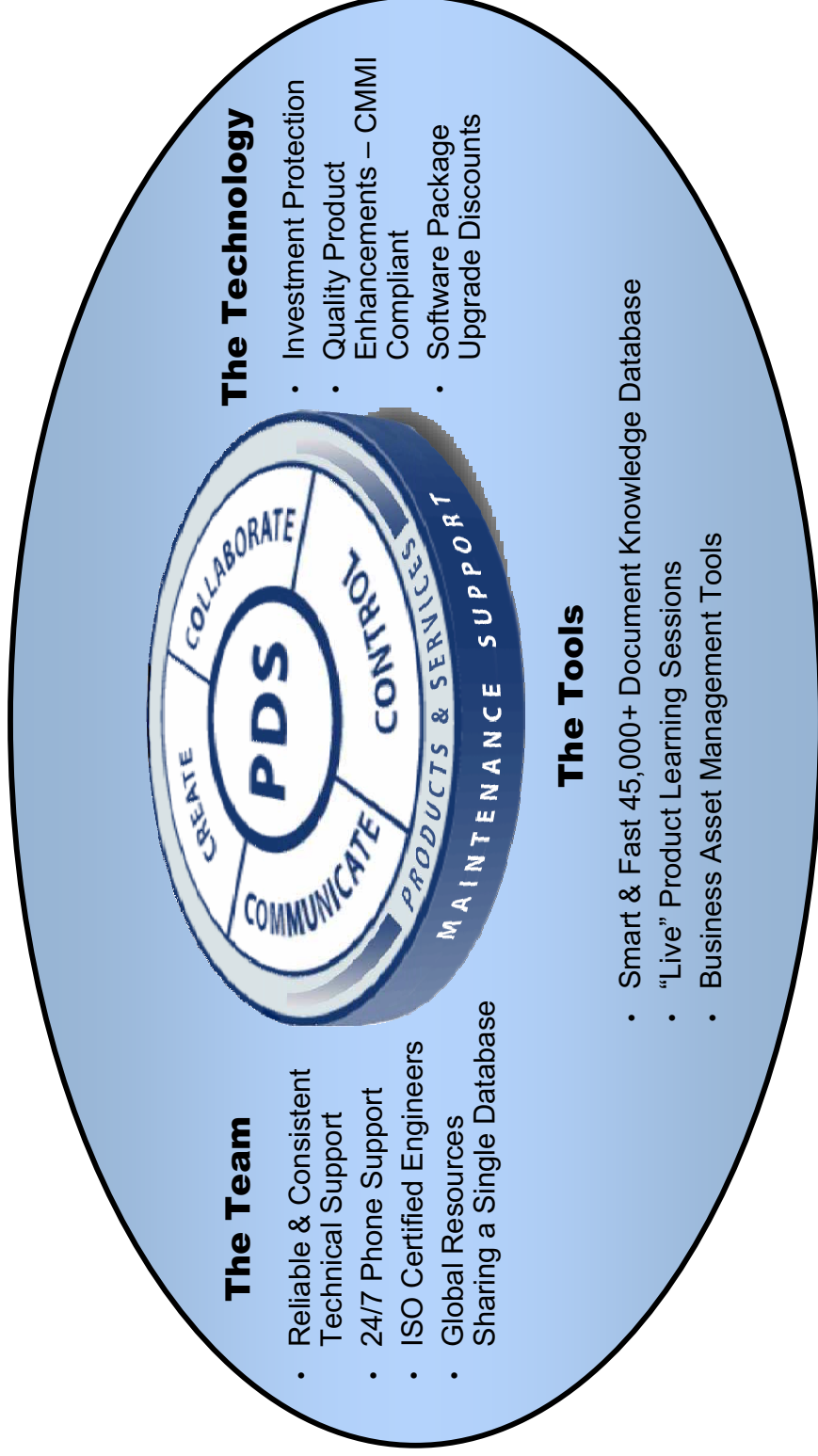
The Right *Team, Tools & Technology* …Anytime…Anywhere

Achieving and Sustaining Success

The Team

- Reliable & Consistent Technical Support
- 24/7 Phone Support
- ISO Certified Engineers
- Global Resources Sharing a Single Database

The Technology

- Investment Protection
- Quality Product Enhancements – CMMI Compliant
- Software Package Upgrade Discounts

The Tools

- Smart & Fast 45,000+ Document Knowledge Database
- "Live" Product Learning Sessions
- Business Asset Management Tools

PDS — CREATE · COLLABORATE · CONTROL · COMMUNICATE · PRODUCTS & SERVICES · MAINTENANCE SUPPORT

PTC Global **Maintenance Support**
Extensive Features Exceed Industry Standards ✓

The TEAM – Responsive Technical Support

- Responsive Phone Support from +200 Engineers Using 1 Common Database
- Remote Desktop Diagnostics & Resolution

✓ ISO 9001:2000 Certified Process – Worldwide
✓ 24 hours, five days per week – standard*
✓ Multiple Languages & Time Zones
✓ Standard Escalation Procedure
✓ Premium Support Options*
  24x7 Phone Support
  Technical Support Account Managers
  Weekend Support
  Dedicated Technical Support Engineers
✓ Comprehensive Customer Service Guide

The TECHNOLOGY – Investment Protection

- Periodic Software Enhancements
- Ongoing Fixes and Performance Releases

✓ Free Software Plug-Ins & Parts Catalog
✓ Quality Software Development - CMMI Compliant
✓ Discounts on Software Package Upgrades

The TOOLS – 24 x 7 Support and Productivity

- Call Logger & Call Tracker
- On line Tracking of SPRs
- Online Software Downloads
- 45,000+ Document Knowledge Database

  – Technical Points of Interest & Application Notes

✓ Natural Language Search & Personalized Alerts
✓ Suggested Techniques, FAQs & Help Documents
✓ Update Advisor of Fixes Made in New Releases
✓ New Product Release Reference Documents
✓ Customer Configuration Profile
✓ Product Enhancement Request Tool
✓ Business Asset Tool
✓ License Configuration & Management Tools

✓ Live "Tips & Techniques" Webcasts and "How To" Videos

• *24 x 5 Telephone Support and Premium Options may not be available from all Maintenance Support Provider Partners*

• *For newly acquired products and PLM On-Demand product support, please refer to their respective Support Policies.*

PTC Global **Maintenance Support**
Packages: Comprehensive & Flexible

Gold Support Package

- 24 hour x 5 day Telephone Support
- 2 hour response times (*1 hour for Windchill products*)
- "Live" Remote Desktop Diagnostics & Support
- Software fixes and automatic shipments of new releases
- 24 x 7 Web support tools, knowledge database
- Business Asset Summary Web Tool
- Eligibility for discounted software upgrade packages
- Customer Configuration Profile Database
- "Live" & recorded Interactive Tips & Techniques Sessions
- Free 3D CAD models & drawings library
- Free Software Plug-ins

Enterprise Support Package

- Gold Support Package Features, Plus…
- 24 x 7 Telephone Support with 1 hour response time
- Annual on-site training needs assessment
- Exclusive virtual training classes
- Private virtual training classes (40 hours)
- Membership to PTC University Community Blog
- 1 year Extended R&D Support for eligible Windchill products
- Technical Support Account Manager *(included with >$500K maintenance per year)*

Premium Support Options

- Dedicated Technical Support Engineer
- Technical Support Account Manager
- Weekend Support
- 1 year Extended R&D Support Option for eligible Windchill products

* For newly acquired products and PLM On-Demand product support, please refer to their respective Support Policies.
24 x 5 Telephone Support, Enterprise and Premium Options may not be available from all Maintenance Support Provider Partners

PTC Global Maintenance Support

How the TEAM, TOOLS & TECHNOLOGY help you succeed…

TEAM

- PTC 24-hour Phone Support, 330+ Worldwide, ISO Certified Engineers using a single Global Database
  - ➤ Wherever or whenever you need it, PTC Technical Support is ready to help. Dedicated, reliable and consistent staff, including a formal escalation process so managers can follow through until you are satisfied.
- Technical Support Account Managers (TSAM) & Software Update Installation Management (SUIM)
  - ➤ TSAMs give you direct access to Engineers and resolutions and SUIMs make the software updating process easy.
- Local assistance from an authorized PTC reseller to direct you to the best resources for your issue.
  - ➤ Your local reseller is a knowledgeable company that will also guide you to the best PTC resources including Technical Support and Maintenance Support.

TOOLS

- Smart Knowledge Base with proactive alerts
  - ➤ Search the 45,000 document Knowledge Base and register to automatically receive alerts about your support calls or when new technical notes and points of interest for your particular software version are added.
- Comprehensive Suite of Online Support Tools including Business Asset Management
  - ➤ Self-guided Web tools help you find answers to your specific issues, log cases and optimize your PTC assets.
- Live, interactive and recorded Product "Tips & Techniques" Sessions
  - ➤ Live sessions with PTC Product Managers and Engineers help you maximize your software investment so you're running at peak performance.

TECHNOLOGY

- Continuous Productivity Enhancement in Each Software Release
  - ➤ You'll find substantial productivity enhancements in each new and maintenance software release.
- Commitment to Certified Quality through *CMMI*
  - ➤ You can be confident that PTC is one of the only PLM/MCAD software companies committed to industry validated quality development processes.
- Exclusive discounts on Software Package Upgrades
  - ➤ Only PTC gives active maintenance customers exclusive and substantial discounts on Software Package Upgrades.