


**The Team. The Tools. The Technology.**

Integrated Support Solutions to Maximize Your Software Experience



# The PTC Global Maintenance Support System

Continuously Empowering Your Software – and Your Team.



By choosing PTC software solutions, you're well on your way to achieving your business goals. But working with the world's best PLM software is just one component in building a winning strategy. There's another, equally essential element: a comprehensive maintenance support system.

Having the right Team, Tools and Technology, all working together as a carefully coordinated system, will help your organization reach its full potential, reduce downtime and ensure maximum ROI from your PTC software investment – not just today, but next month, next year, and for years to come.

## It's a System – Connecting Support and Software Technology

By integrating Technical Support with productivity-enhancing Web tools and R&D, the PTC Support System leverages interconnected features designed to make your job easier. For example, with the PTC Support System, you can:

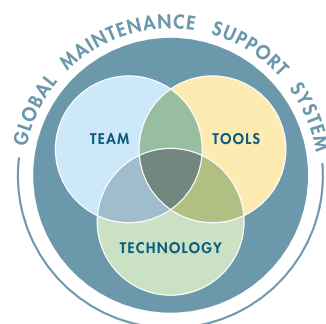
- › Create a support call online in one country and instantly see if a matching resolution already exists in the Knowledge Database as the result of customer issues resolved from anywhere in the world
- › Receive an email alert about enhancements to your specific version or module, and download the new enhancements from the online Support tools
- › Attend a "live" Tips & Techniques session to learn more about your new software enhancements, then contact a Technical Support engineer if you need more help while using specific features

Altogether, it's a comprehensive, integrated system providing a superior software experience, continuous product improvements and personal productivity gains. And, as PTC compiles all issues, resolutions and experiences from customers around the globe, we are able to improve the next generation of products to further enhance your productivity.

## One Support System – for All Your PTC Products

No matter which PTC products you're using, they are all covered by the same Support System. Unlike the service plans of other PLM vendors, with PTC, you access one team of Technical Support engineers, one set of Web tools, and one Knowledge Database. You won't waste time trying to figure out who to call, which website to use, or where to find the right documentation. It's all in one system\*.

It's a support system that empowers your entire team.



\*Please review the PTC Maintenance Support Terms and Conditions online for newly acquired products.

# Top 5 Reasons to Choose PTC Maintenance Support

**“I’ve been using PTC software everyday for the past 19 years and have always found that I’m able to get the answers and fixes that I require to get my projects done on time.”**

Brian Moulder  
Sr. Mold Designer  
Dynacept (USA)

**“The Technical Support Engineers have an in depth knowledge of Windchill® and resolve issues efficiently, as well as provide useful suggestions on how to avoid problems in the future.”**

Shao Liang Chen  
Engineer  
Jiangmen Dachangjiang Group Company Limited  
(China)

## 1. Fast Response From Certified Engineers

You’re in good hands with any of our 350+ technical experts who quickly solve product issues and software usage questions. Our worldwide call centers are open 24 hours a day and offer multiple language support. Plus, unlike the tech support engineers of other software vendors, PTC engineers are ISO quality certified, all populating and accessing a single, global database with the most up-to-date information.

## 2. Continuous Productivity Enhancements

In recent releases, customers reported productivity gains as high as 40%. That’s a result of incorporating enhancements and features related to technology advancements, improved compatibility and increased stability. And, PTC is the only PLM company committed to the software development industry standard for quality: CMMI.

## 3. Web Support Tools – 24 x 7

You’ll see greater efficiency when managing your software support needs through our comprehensive set of online tools. From logging calls to tracking calls to downloading software updates, you’ll have access anytime you need it. And, our 45,000+ document Knowledge Database will help you answer your questions quickly and easily through our natural language search. You can even ask our “smart” database to email you whenever documents are added or changed that match your requests.

## 4. Exclusive, Live “Tips & Techniques” Webcasts

You’ll gain software proficiency faster by having access to a regular schedule of live, interactive, technical “how to” Webcasts that guide you through time-saving techniques in software usage. Active Maintenance customers get the most out of their software by continually learning how to use new, powerful features that may provide you with a competitive advantage.

## 5. Easy Management of Your PTC Software Assets

You’ll have access to web-based tools for monitoring your entire PTC environment, 24 x 7. Need license information or maintenance status? Need to know the location of machines running PTC software? Need to update contact and identity information? The easy-to-use Business Asset Summary Tool helps you efficiently manage your entire PTC product environment.



## The Team

Fast Answers to Your Technical & Software Usage Issues

The PTC Technical Support team keeps you running at top efficiency, with 24-hour access to the industry's most knowledgeable software experts. They're global, they're experienced, and they speak your language. Plus, they work with one global database – with direct access to our Research & Development teams – for faster access to the answers you need. So, whether your company is multi-national, medium-sized or a small business, you get the level of service you need at the speed you want it.

### Certified Technical Support Call Centers – Award-Winning

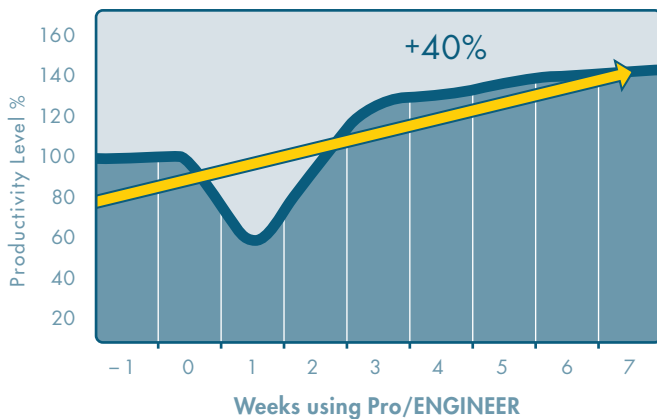
You can expect a predictable and repeatable experience because PTC Technical Support is ISO 9001:2000 certified worldwide. In fact, PTC was awarded the DesignNews Readers' Choice Award for support excellence in solving both technical problems and software usage questions.

### Standard Escalation Procedures – You're Always in Control

Unlike other support providers, PTC lets you decide how critical your issue is to your company. Our standardized process allows you to request extra support whenever you think it's necessary. Once your issue is escalated, a Technical Support manager stays with your issue until you're 100% satisfied with the resolution.

### Remote Desktop Diagnostics – Faster, More Direct Solutions

With PTC's remote diagnostic tools, your application issues are diagnosed and fixed faster than using any other form of support communication. Rather than trying to replicate your issue within PTC's environment, the support engineer works within your environment, with your participation and guidance.



Independent study shows a 40% productivity increase over the previous version of Pro/ENGINEER.

## The Tools

Online – Means Maximum Efficiency

With the frantic pace of your business, you need support tools that keep you on track. PTC's exclusive, self-service Web tools help you stay productive because you can troubleshoot issues, locate current documentation, track your support requests, and manage your PTC software assets – all online, around the clock.

### Online Tech Support – Self-Guided and Proactive

With our comprehensive set of Web tools, you can log, track, and report your support calls whenever you need to. With our new search engine powering over 45,000 documents, it's easy to find the solution you need, quickly and accurately. You'll find technical notes, suggested techniques, help documents, and more. You can even ask the "smart" database to email you when new documents are added covering topics of your choice.

### "Live" Tips & Techniques Webcasts – Sharpen Your Skills

When you're looking to move to the next level in proficiency, your first stop should be our live, interactive Tips & Techniques Web sessions. Easy to digest, these highly popular webcasts are delivered online, so you never have to leave your office or desk. And if you miss a session, don't worry. You have access to a library of many "how to" videos.



**"The hassle-free accessibility to Maintenance releases and software upgrades keeps our team up-to-date and productive and that alone is a great return on investment."**

Chris Peck  
Vice President of R&D  
Cannondale Bicycle Corporation

# The Technology

Continuous ROI & Productivity Gains

PTC's Maintenance Support customers receive email notification when new software versions are available – automatically! By using our newest enhancements, you're maximizing your software investment and continuously accelerating your team's performance.

PTC's top-rated software products can significantly enhance your personal and process productivity, as today's tools are easier and more robust than ever. In fact, in an independent study by tool., Inc., engineers using Pro/ENGINEER® were able to complete tasks 40% faster than the previous release.

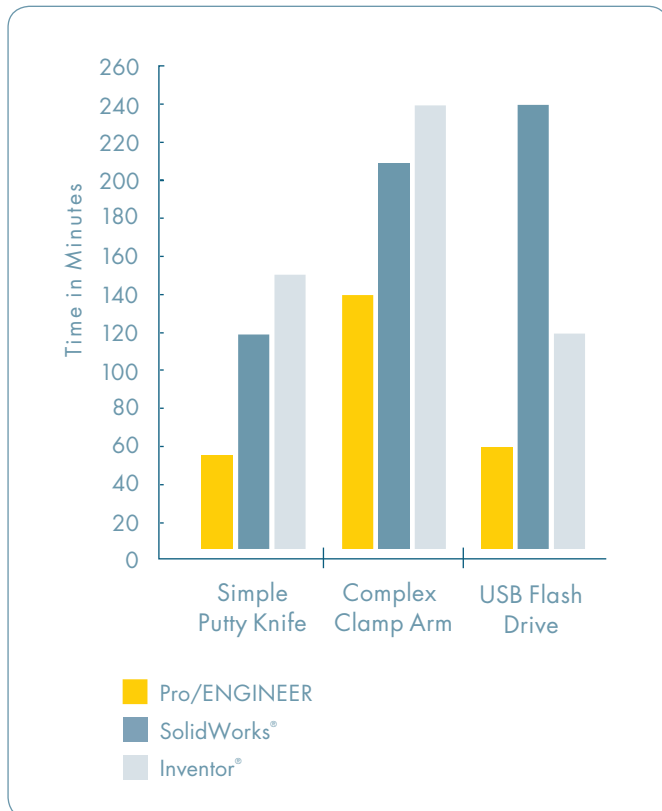
## Top Quality Software Releases – Boost Performance!

PTC's CMMI-certified quality software development process delivers the confidence you need when installing software updates to help your team work smarter and faster. That means you can expect even greater productivity with each of our releases, updates and ongoing fixes.

## Discounted Software Package Upgrades – Save Money!

Active Maintenance Support customers enjoy deep discounts on new PTC software package upgrades—savings that go directly to your bottom line. Maintenance Support customers also enjoy access to online parts catalogs and free software tools.

Pro/ENGINEER excelled in 'time-to-completion' in tool., Inc.'s usability benchmark study.



# Support Packages

Support Levels That Meet – and Exceed – Your Expectations

## Gold Support Package – The PTC Standard

Unlike other software companies, PTC's base support level is Gold. That means every customer can access our Web support tools, Gold Loyalty Program, software releases and live telephone support – 24 hours a day, 5 days per week .

## Flexible Premium Support Options

When you need additional support, we have flexible options for your specific needs:

- **Technical support account manager**  
Your personal PTC advocate with direct access to software development experts and technical support systems to help expedite your issues.
- **Dedicated technical support engineer**  
A full-time product expert to help manage your complex environment.
- **Weekend support**  
Plan your upgrades, data migration or installation support when it's convenient for you, to reduce business interruption.

## Platinum Enterprise Support Package

When your product development is an enterprise-wide, mission-critical component of your business, and when your systems and people can't be down any day or at anytime, PTC offers a package that covers your toughest demands:

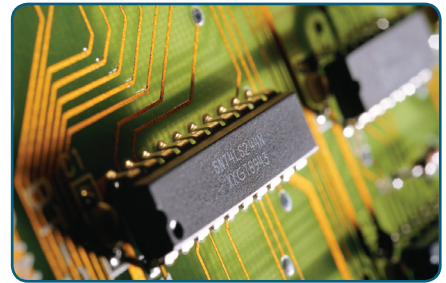
- 24 x7 phone support with one-hour response time
- One year "Extended Support" for qualified Windchill products
- Annual on-site training needs assessment
- Exclusive virtual training classes
- Technical support account manager (for qualified accounts)
- Privileged access to premium support desk
- On-demand remote desktop diagnostics
- On-site technical support
- Quarterly preventive webcasts hosted by Technical Support

**"The Tips & Techniques webcasts are a very fast and effective way to learn more about Pro/ENGINEER. I saved a lot of valuable time getting the system up and running by following the steps provided in the webcast."**

Mark van der Kwaak  
Senior Designer & CEO  
DBBP-Design (The Netherlands)

# Exceeding Expectations with the Right Support System

Every company wants added value and a solid return from their software investment. The PTC Maintenance Support System delivers clear, exceptional value with an ISO-certified team, CMMI-certified technology, and award-winning support tools that other vendors either don't or can't deliver. By providing your organization with access to the best Team, Tools and Technology available in the industry, you have the power to reach peak performance and gain a competitive advantage.



## The Right Team.

Reliable, consistent tech support – 24 x 5

### What You Expect:

- Responsive phone support

### PTC Added Value:

- ISO 9001:2000 certified process
  - From 350+ experts worldwide
- Engineers using one common database
- Multiple languages & time zones
- Standard escalation procedure
- Remote desktop diagnostics & resolution
- Flexible options
  - 24 x 7 phone support
  - Weekend installation support
  - Technical support account managers
  - Dedicated technical support engineers
- Comprehensive customer service guide

## The Right Tools.

Boost productivity – 24 x 7 – everyday

### What You Expect:

- Document Knowledge Database
- Technical Points of Interest and Application Notes
- Call Logger & Call Tracker
- Online tracking of SPRs
- Critical issues & high-priority bulletins
- Online software downloads

### PTC Added Value:

- 45,000+ document Knowledge Database
  - Natural language search
  - Personalized alerts
  - Suggested techniques, FAQs and help documents
- Advisory of new release fixes
- New product release reference documents
- Customer configuration profile
- Business asset management tool
- Live Tips & Techniques Webcasts

## The Right Technology.

Investment protection and enhancement

### What You Expect:

- Periodic software enhancements
- Ongoing fixes and performance releases

### PTC Added Value:

- Quality software development – CMMI compliant
- Discounts from PTC software and hardware partners
- Discounts on software package upgrades
- Formal product support lifecycle policy



# The Power of PTC

PTC provides leading Product Lifecycle Management (PLM), content management and dynamic publishing solutions to more than 50,000 customers worldwide.

## Software Products

- Broadest integral suite of solutions that enable companies to:
  - Create product information
  - Collaborate in a globally distributed environment
  - Control product development processes
  - Configure product content
  - Communicate product information to multiple systems and audiences
- Rigorous testing to ensure that products work together – and work for you
- Designed for incremental deployment to ensure successful adoption

## Product Development Processes and Initiatives

- Unique process-oriented approach to product development to deliver maximum value
- Technology-enabled process optimization to advance defined customer business initiatives
- Product Development System supports end-to-end processes to accelerate deployment time and reduce cost

## Industry Solutions

- Extensive expertise across a broad range of industries
- Demonstrated customer success in providing tailored solutions for specific industry needs
- Solutions support industry-specific business processes both within the enterprise and across the supply chain

## Services & Support

- Product development consulting to define and develop best-in-class processes
- Assessments and implementation services to deploy technology with minimum disruption
- Education curricula to accelerate adoption and boost productivity
- Global maintenance support that delivers the right team, tools and technology – available anytime, anywhere you need them for product development success

Discover how the PTC Maintenance Support System can help you improve your software experience and achieve your business goals. Please visit our website at:

[www.PTC.com/support/maintenance](http://www.PTC.com/support/maintenance)

## Complete Product Development System

PTC's integral Product Development System delivers the key capabilities manufacturers need to realize more value from product development. And our proven, incremental implementation approach can help companies of any size accelerate adoption, minimize risk, and speed time-to-value.



## Pro/ENGINEER®

Integrated 3D CAD/CAM/CAE Software

## Windchill®

Content and Process Management Software

## Arbortext®

Dynamic Publishing Software

## Mathcad®

Engineering Calculation Software

## ProductView™

Visual Collaboration Software

## CoCreate®

Explicit CAD, PDM & Collaboration Software

