

WHAT IS A RUNTEAM SUPPORT?

RunTeam Support addresses production support for Windchill, a PTC PLM application. It is a service package that brings together the expertise of an end user helpdesk and a proactive technical team to ensure business continuity through an experienced and dedicated multi-shore support team.

It is a scalable and structured multifunctional ITIL based support service that hand holds end users in their journey to adopt the application, provides necessary administrative support required to stabilize the application and helps rolling out of patches, updates and other support services to adapt the application to the growing needs of the organization. It enables the organization to leverage the 'Power of Predictability'.

WHAT DOES RUNTEAM SUPPORT OFFER TO THE ORGANIZATION?

- 24X7 single point application support
- Remote server monitoring
- Technical support for customization and enhancements
- Change management for support transition

WHY GO FOR A RUNTEAM SUPPORT?

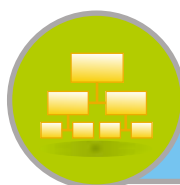
- A 24X7 support model ensures that the application and thus, business runs exactly the way it should - uninterrupted and trouble free
- With no need for additional support resources, it lowers the cost of application ownership
- Faster ROI on Windchill implementation
- Increased process performance and stability
- Value added product enhancement support at no extra cost

HOW DOES RUNTEAM SUPPORT ENABLE SMOOTH APPLICATION SUPPORT?



People

- 115 dedicated PLM consultants
- End user technical expertise
- Skilled resources enable fast transition



Process

- ITIL compliant support structure
- SLA driven service framework
- Shared/dedicated resource model



Technology

- Hybrid infrastructure
- Voice and non-voice query logging
- Support aligned to PTC upgrades

WHAT ARE RUNTEAM SUPPORT'S UNIQUE FEATURES?

- Immediate addressal of user queries (24X7)
- Avail right personnel at the right time
- Enhanced user adoption and hence productivity
- Enhanced end user satisfaction through continuous improvement programs, innovations and value added services
- Save annually a recurring cost to the tune of 30%-50% compared to pure on-site support costs
- Align IT with business, end user and service level objectives thereby improving efficiency

HOW DOES AN ORGANIZATION IMPLEMENT A RUNTEAM SUPPORT?

- RunTeam Support packages are open for an organization to customize and start using
- A typical RunTeam support would consist of one onsite resource (during the mobilization period), a three member helpdesk including the lead, and one administrator / customization support role as a basic package for a mid-size organization
- RunTeam Support also operates on a shared services model that lets the customer flex the support staff strength based on the end user requirements

