



Accelerating Global Engineering with a Cloud-First PLM Transformation

Facing scalability limitations and lacking cloud capabilities in their legacy Windchill 12.0 PLM system, the client needed a rapid, disruption-free migration. With no dedicated IT team and critical engineering workflows at stake, DxP Services enabled a seamless migration to **Windchill+ 12.1.2 SaaS**, converting the backend from **SQL Server to Oracle**, standardizing legacy customizations.

Zero business disruption

DxP Services is an ITC Infotech specialized business unit focused on the implementation and adoption of PTC's industry-leading Windchill®, Product Lifecycle Management (PLM) software, as well as Cloud and Windchill+® SaaS offerings. Created through the acquisition of PTC's PLM implementation services division, DxP Services is the largest global PTC PLM ecosystem. The combination of PTC Heritage and ITC Infotech Power means that DxP Services is uniquely positioned to help accelerate customers' digital transformation initiatives.



<https://www.itcinfotech.com/dxp-services/>

CHALLENGE

- Legacy on-prem PLM lacked scalability and cloud capabilities
- No dedicated IT team to support complex PLM infrastructure
- Urgent need to migrate without disrupting ongoing engineering workflows
- Requirement to port and standardize critical customizations
- Complex database migration from SQL Server to Oracle
- Integration needs for SSO and CAD workflows
- Need for real-time reporting and analytics
- Ensuring user readiness through training and post-go-live support

SOLUTION

- Seamless migration from on-prem Windchill 12.0 to cloud-native Windchill+ 12.1.2 SaaS
- Backend database conversion from SQL Server to Oracle
- Ported and standardized legacy customizations for SaaS compatibility
- Implemented Single Sign-On (SSO) and configured CAD workers for smooth integration
- Developed custom ThingWorx Navigate reports for enhanced data insights
- Delivered Train-the-Trainer sessions to drive adoption

RESULTS

- Successful cloud migration with zero business disruption
- Significantly improved system performance and user experience globally
- Reduced infrastructure and maintenance overhead
- Accelerated access to the latest PLM features and updates
- Enhanced collaboration through integrated CAD and reporting tools
- Improved compliance and traceability with audit-ready workflows
- Strong user adoption is driven by targeted training and support