

Driving end-user adoption and enhancing the value of implementation

ITC Infotech's PLM Maintenance and Support Service - RUNTEAM



SITUATION

Global and complex PLM implementation for large user base. The customer required a solution which would help faster end-user adoption, effectively manage changes and application stability

IMPACT

Increased end user dissatisfaction and poor return-on-investments (ROI)

RESOLUTION

Robust Application Maintenance and Support (AMS) services based on ITIL V3 standards to help faster user adoption, provide system availability and change management through stringent service level agreements (SLAs)

Our Customer

A world leader in high technology heating, air-conditioning and refrigeration solutions.

Challenges

- Highly complex implementation with multiple integrations (Legacy and ERP systems)
- Reduce core team bandwidth and business users time & effort in resolving application related problems and focus on their Core Business
- Lack of centralized and round the clock support for global PLM implementation



Solution: Streamlined Application Maintenance and Support services

Structured Transition process to enable Knowledge Transfer of various phases

Dedicated team to support Level 1, Level 2, Level 3, Level 4 and Operations Support activities.

Application support processes based on ITIL V3 framework including reporting and overall program governance

Cost effective onsite-offshore model to address customer's requirement with 90% of work done from offshore.

Continuous Improvement

Implementation of chat tool to enable non-english speaking users to log calls

Improved workflow performance which enabled business to approve faster, improved overall performance of the workflow by 80%

Quarterly analysis of tickets to detect repeated issues and perform root cause analysis.

Highlights

- Dedicated PLM Support team, providing services for over five years
- 24x5 support services
- Global user base of 1600+ users in multiple locations
- Extended services from 23 sites to 78 sites across the globe
- Effective change management, release and deployment management
- Aligning support services to PLM roadmap

Customer Testimonial

As you can see the Windchill helpdesk are already working on the problem only 7 minutes after I posted my problem, they are 1000 times more efficient

-Business Unit Head

I just wanted to take this time to thank you for the support provided by you and your team over the past year. Each year we are working towards improving the quality of run team

-Customer Project Coordinator

Benefits

- Single point of contact for all PLM implementation issues
- Reduced cost by deploying an offshore model
- Enhanced end user productivity and user confidence
- Root cause analysis resulting in an improvement of application reliability as the causes of problems were identified and eliminated
- Uninterrupted business continuity and improved system stability
- Efficient support during upgrades

Metrics	
% Calls resolved under 2 Hours	> 75%
Resolution SLA	> 95%
Response SLA	> 99%
Customer Satisfaction	> 90%
System Uptime*	> 99.8%

ITC Infotech's Product Lifecycle Management Practice

ITC Infotech, one of PTC's largest and most accomplished strategic services partner, brings together domain & technology expertise, thought leadership, a hybrid global implementation model and accelerator tools to deliver quantifiable benefits and accelerated value for PLM investments, while significantly reducing the total cost of ownership as well as customer's investment in resources.

The company has partnered with PTC in over 1000 PLM implementations globally.

ITC Infotech's PTC PLM Support Stream

ITC Infotech has been providing PLM + CAD support services for PTC products from 6+ years. We have helped many customers across the world to gain value of their implementation through our services. ITC Infotech offers support services in a cost effective offshore based models namely Shared support, Hybrid Support and Dedicated support models to suit customers requirement.

For more information, please write to: contact.us@itcinfotech.com

www.itcinfotech.com