

DxP Services is a trusted partner for Aerospace customer's Windchill Program

Streamlining multiple processes
and creating a Single Source of Truth





Executive Summary

DXP Services worked with a multinational Aerospace Design and Manufacturing company to improve their Windchill PDMLink/ MPMLink and Thingworx Program for transmittals, change process, migration, and manufacturing processes.

We extracted the customer from a hard to use, highly customized solution and introduced them to a more capable platform.



The Challenge

- Customer using an unsupported legacy PLM system for their documents & quality management
- Over 70 complex unmaintainable processes, including labour intensive paper job cards on shop floor
- Parts and CAD were already in Windchill



Our Solution

- Rationalize the workflows
- Introduced CEM (Customer Experience Mgmt), NC (Non-Conformance) & **CAPA (Corrective Action, Preventive Action)**
- Introduced Full text search indexing
- Migrated all data off Legacy PLM
- Streamlined Transmittal Process
- Introduced **Security Labelling** and Agreement
- Introduced MPMLink **Process Planning**
- Developed Operator Advisor solution
- **Shop floor solution** includes Aerospace level of checks and traceability
- Developed Adhoc Bulk Document loader utility
- Rolled out to **850+ users**



Key Results And Benefits

- **Single Source of Truth**
- Running on support platform
- **Improved collaboration**
- More **efficient shop floor execution**
- **Access to 3D and 2D data at right time** in build process
- **Consistency** of data
- **Auditable** transmittal process
- Improved **granularity** of access control
- **Improved Change Process**
More efficient shop floor execution
- Stop Notes directly linked to Parts in the system.
- **Easier access** /search to relevant information

ABOUT DxP SERVICES

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.

Our portfolio of services augments value at every step of Modern Industrial Evolution; covering Consulting, Implementation, Deployment, and Migration. **DxP Services'** team of PLM Professionals are trusted advisors to our Customers during their Digital Transformation.

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

