



PLM

**PLM evolved to an
ENTERPRISE APPLICATION and has
reached a HIGH CRITICALITY**

The criticality of Product Lifecycle Management (PLM) has grown significantly as it has evolved from a CAD/PDM tool to a comprehensive enterprise application. This evolution brings new challenges across organizational, technological, and process perspectives, leading to increased complexity in PLM solutions. Consequently, customers are compelled to continually optimize their IT department's cost and personnel structures. Internal personnel face the challenge of maintaining and scaling knowledge, which contributes to rising IT and administrative costs. However, the benefits of modern PLM solutions are substantial. These include ITIL-conform, SLA-based services, best practices-driven solution extensions, and scalability tailored to specific needs. Additionally, these solutions offer cost-effective CAPEX and OPEX optimization. With an integrated Application Management Services (AMS) approach, organizations can access a one-stop shop, ensuring seamless and efficient management of their product lifecycle processes.

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PLM today

PLM complexity has increased. Main drivers are growing system capabilities, complex use cases, exploding need for integrations, etc.

The way how to operate software has changed. PLM consists out of multiple, integrated software solutions which must work seamlessly together.

There is a high need to be flexible regarding the scalability, as well as monitoring and managing the “Up’s and Down’s” in the operation

Organizations are constantly forced to optimize their cost and organizational structures in their supporting departments (IT, Process & Methods, others.)

... **RETHINK** how you
support, maintain, operate and extend your PLM Solution!



The Challenge

Over the past decades, product development has transformed dramatically, with tools enhancing capabilities and new solutions enabling the management of previously unmanageable data. Companies must streamline processes and adapt quickly to maintain efficiency and competitiveness. Evolving from Team Data Management (TDM) to mission-critical Enterprise PLM, today's PLM solutions encompass multiple disciplines like CAD, PDM, ALM, IoT, and AR, while integrating closely with systems like ERP, MES, and many more. Regularly incorporating new business requirements, regulations, and processes to the PLM Solution is a critical need.



Based on that, a strategic view on how **to support, maintain, operate** and **expand** the PLM solution is essential.



Our Solution

With more than 20 years of experience, ITC Infotech, with its dedicated business line DxP-Services combines relevant services to address the needs of customers with PLM solutions in place.

DxP Services Integrated Services are designed to address your requirements from End-to-End

Application Management Services (AMS) - Consultancy and Projects

Service Desk Support

Application Maintenance

Roadmap & Solution



Level 0
Business process Support



Level 1
Application Usability Issues



Level 2
Functionality not working as expected



Level 3
Application config and customization



Level 4
Triage with PTC Cloud and TS Triage with 3rd party



Continuous Improvements
Bug fix and enhancements



Masterplan
Digital Thread Architecture and Roadmap



Design : Build : Validate
Iterative Implementation and Deployment



windchill®

Technology Stack

Focus on PTC Digital Thread Applications

creo® elements/direct®



codebeamer™



creo®



thingworx®

exemplary PTC PLM product suite

Key Services Components

Service Desk Support

- Incident Management based on defined SLA (Level 0-3)
- Triage with SW vendors (Level 4)
- ITIL-Process fulfillment until resolution
- Execute Service Requests (SR)
- Run Operation Procedures (SOP)
- System monitoring
- Business administration
- Maintain knowledgebase
- Services analysis and reporting

Application Maintenance

- Bug fix and enhancements for current solution scope including customizations and integrations
- Automation and DevOps
- System administration
- Performance analysis and tuning
- Patch & updates deployment
- Unit testing and UAT Support
- Automated system monitoring with ITCI Framework
- Service improvement initiatives

Solution Roadmap & Extension

- Develop and maintain Masterplan to expand PLM Solution
- Plan and implement new system capabilities and integrations
- Programs and projects based on commonly defined Masterplan and Methodology
- Legacy Data Migrations
- Cloud Migrations/Rehosting
- Learning and Adoption

Our principles

According to our experience, it is essential that support and maintenance need to go hand in hand with consultancy and project services to provide a stable and reliable solution which is continuously optimized and expanded based on a holistic plan, and under a strong governance.

Governance / Program & Project Management / OCM

Mixed teams, cross functional collaboration, knowledge & best practice share, ITIL certified

Integrated delivery model in close cooperation with customers IT/Business and 3rd party

Our integrated delivery model combines local, nearshore and offshore resources to achieve best in class services quality at a very attractive price point, while the seamless combination of Consultancy, Implementation and Operation gets the most out of your PLM solution, considering all facets of your solution:

Less than one hundred and up to thousands of users

Working in one or multiple time zones

Different operation models (on-premise, private, PTC Cloud)

Close to standard or highly customized PLM solution

Number and depth of integrations

Breadth and capacity of internal IT organization and Key-User organization

Specific support or project tools and procedures



Key Results & Benefits

Key Results



Optimized cost and organizational structures

Flexible up-/down-scaling, monitoring and operation

Best Practices driven Solution Extension on proven Methodology

Managing increased complexity based on holistic approach



Benefits



Certified AMS with high support quality on defined SLA

Scalable and tailored End-To-End Services to your needs

Attractive Pricing (CAPEX / OPEX optimization)

One-Stop-Shop with integrated Application Management Services



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/>

