

# SaaS PLM Standardization Success for a Global Building Technologies Leader

A global Building Technologies leader partnered with DxP Services to standardize its legacy Windchill 12.0 system and transition to Windchill+, PTC's SaaS PLM platform. The engagement focused on eliminating customizations, ensuring seamless data migration, and achieving a smooth go-live with full user readiness—enabling business continuity and unlocking the benefits of a modern SaaS PLM environment.

**Achieved 7/7 CSAT score**

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 Windchill 12.0 system lacked modern SaaS capabilities
- Existing customizations required standardization for Windchill+ compatibility
- Critical data migration needed to ensure zero disruption
- Go-live and user readiness were crucial for business continuity

## SOLUTION

- Enhanced Windchill 12.1 to manage Parts, Docs, eBOMs, and Change Processes, replacing Agile PLM and CAD silos
- Migrated data from Agile PLM using WBM; validated with post-migration comparison tools
- Developed Change History Reports and Quality Dashboards for compliance and traceability
- Streamlined change workflows with Azure DevOps integration
- Enabled real-time supplier collaboration via ThingWorx Navigate mashups
- Integrated Robar labelling software with Windchill

## BENEFITS

- Smooth go-live with zero disruptions
- Standardized SaaS PLM platform ready for global expansion
- Enhanced user experience and system performance
- Achieved 7/7 CSAT score, reflecting high client satisfaction