

# **DXP Services Upgrades & Migrates Aftermarket Data for a Medical Devices Leader**



## Executive Summary

DxP Services has successfully upgraded and migrated the aftermarket data for a leading medical device company.

## The Challenge

- Customer software was no longer supported
- Slow data loading onto customer system
- Value add features were not working
- Mobile devices were not supported

## Our Solution

- To perform ACD (Arbortext Content Delivery) upgrade and migration
- Customization upgrade to support varied functionalities for Guest, Technician & normal users
- Integration with two upstream systems
- General content loading via CSV

## Key Results And Benefits

- **Significantly improved data load and publishing time** makes the most **updated product information available** to customers and technicians
- **Improved checks** for invalid, missing, and duplicate parts
- **Improved User Interface and adaptability** on mobile devices
- **Better server performance** after migration
- **Mobile responsive** solution

## 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.

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