



High-Tech Manufacturer Accelerates Digital Transformation with PLM Standardization

SUMMARY

- Legacy Windchill 12.0 platform needed cloud standardization
- Complex integration with middleware and ERP systems
- Security and token management redesign
- Compliance with Windchill+ coding standards
- Large-scale user training and adoption required

SOLUTION

- Migrated and standardized Windchill 12.0 to Windchill+ 12.1.2 SaaS
- Integrated Windchill+ with IF Snaplogic middleware and SAP S/4
- Redesigned JWT token persistence and Info*Engine tasks
- Code cleanup adhering to best practices and Windchill+ guardrails
- Delivered Train-the-Trainer program and Hypercare support

RESULTS

- Successful Go-Live with zero downtime and full hypercare support
- 24/7 secure, compliant system availability
- Improved system stability and integration capabilities
- Enhanced user adoption through focused training
- Foundation set for scalable, cloud-native PLM operations

The client needed to modernize their Windchill 12.0 system for cloud readiness, secure integrations, and user adoption. DxP Services migrated the platform to Windchill+ 12.1.2 SaaS, integrated it with Snaplogic and SAP S/4, revamped JWT token management, ensured code compliance, and enabled adoption through Train-the-Trainer and Hypercare support.

24/7 Secure & Compliant system availability

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.



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