



Driving Operational Excellence through PLM Platform Modernization

Seamless upgrade and integration for enhanced operational efficiency

Migrated the legacy Windchill 11.1 environment to the SaaS-based Windchill+ 12.1.2 platform, with a focus on preserving and standardizing existing customizations, integrating critical tools such as SolidWorks Worker and Office Worker, configuring Single Sign-On (SSO) with the client's Identity Provider, and enabling a seamless transition for approximately 320 users. Minimizing operational disruption, ensuring full system functionality, and delivering a stable, scalable PLM environment aligned with SaaS standards.

320+ users supported post mitigation

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

- Upgrade and standardize from PTC Cloud Windchill 11.1 to Windchill+ 12.1.2 SaaS platform.
- Preserve critical system functionalities such as PDF report generation during migration.
- Port and standardize existing customizations and configurations to align with Windchill+ standards.
- Integrate SolidWorks Worker and Office Worker into the new PLM environment.
- Configure Single Sign-On (SSO) using the client's Identity Provider (IDP).
- Support around 320 users with minimal operational disruption.

SOLUTION

- Executed data migration and environment upgrade to Windchill+ 12.1.2 SaaS.
- Ported and standardized custom code and configurations to maintain full system functionality.
- Implemented SolidWorks and Office Workers to support CAD and office workflows.
- Configured SSO integration with the client's Identity Provider for secure and seamless user authentication.
- Conducted comprehensive issue monitoring, testing, and resolution to ensure system stability.
- Coordinated migration and deployment with Cloud and Professional Services teams and the platform provider

BENEFITS

- Successful go-live on Windchill+ 12.1.2 platform supporting ~320 users.
- Full preservation of critical functionalities, including PDF report generation.
- Standardized and optimized customizations aligned with SaaS platform standards.
- Secure and streamlined user access via configured SSO.
- Stable and scalable PLM environment delivered on schedule with minimized disruption.