



Modernizing PLM: Seamless Migration to Windchill+ for Spain Operations



Hassle-Free Move from Legacy Windchill to SaaS Windchill+ 12.1.2

CHALLENGE

A smooth transition from a legacy cloud PLM system to a modern SaaS-based platform was achieved for the Spain business unit, delivering standardization, enhanced capability, and improved support—all completed on schedule through coordinated teamwork and robust technical execution.

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/>

SOLUTION

- The organization needed to standardize its PLM systems across global sites to ensure consistency, scalability, and access to modern features
- The Spain business unit was operating on an outdated version (Windchill 11.0 M030-CPS11) hosted on the PTC Cloud, which limited access to new capabilities and created inefficiencies
- Custom code, legacy integrations, and the need for minimal disruption to ongoing operations added complexity to the transition
- Ensuring secure authentication (SSO) and compatibility with CAD tools like Creo were critical requirements

- A strategic upgrade path was developed to migrate from the legacy Windchill system to the SaaS-based Windchill+ 12.1.2 platform
- The implementation partner collaborated closely with the internal product team and the platform provider to plan and execute the transition
- Data was carefully exported from the legacy system and migrated to the new environment, ensuring data integrity and consistency
- All legacy customizations and integrations were standardized and ported to align with Windchill+ best practices
- Configuration of SSO and Creo CAD worker ensured seamless and secure user access post-migration
- A "Train the Trainer" program prepared internal teams for user adoption, and cutover support with hyper care ensured a stable go-live

BENEFITS

- The Spain unit successfully went live on Windchill+ 12.1.2, meeting the project schedule
- Users now benefit from enhanced features, better performance, and a future-ready PLM environment
- The transition was completed with minimal disruption thanks to strong coordination, timely issue resolution, and thorough pre-launch testing
- The project established a standardized, scalable PLM model that sets the foundation for future global rollouts