

Guided Success Plans

Get the most out of your PTC experience using proactive guidance, data-driven insights, and best practices to get maximum value quickly

In today's technology landscape, there's no room for hesitation. In order to remain competitive, companies require immediate value from their investments and an assurance that the investment will continue to drive results.

At PTC, your success is our top priority. With our new Starter Success Plans included in PTC platform and solution subscriptions, you receive quick first value from your investment, when and where you need it, right from the start. In addition to Starter Success Plans, our most successful customers take advantage of Guided Success Plans which include hands-on Success Services to accelerate value and expedite business outcomes.

Exceed Expectations

As a PTC customer, you expect your investment to deliver quick, transformative value for your company, while also providing easy adoption. With Success Plans, you now have access to the tools and information needed, all in one package, to take full advantage of PTC solutions:

70% of companies are now using or planning to use IoT

90% of respondents remain in the planning and proof-of-concept stage

51% aren't sure whether the new technology is paying off yet

20% expect to implement solutions at scale by 2020

Success Plans help you maximize the value of your investment, avoid the roadblocks and surpass those that are still stuck in the proof of concept stage.

Success Services

- Get value out of your PTC experience on Day 1 with access to not only the tools, but also the experienced guidance and innovative thinking you need to reach rapid outcomes and drive greater results.
- There's no room for error when it comes to your investment, which is why we proactively monitor your PTC platforms and solutions for best practice usage in real-time in order to recommend upgrades and optimizations that keep your organization running at peak performance.
- Tap into the full potential of connected products with training, information, and guidance right at your fingertips, designed to help you get more value out of your PTC experience right from the start.

Guide to Success

Success Services	Starter Success Plan Included in Product Subscription:	Guided Success Plan Includes everything in Starter and:	Managed Success Plan Includes everything in Starter, Guided, and:
Customer Success Management: A team (CSM) dedicated to your success through proactive guidance using data-driven insights and best practices to maximize value and achieve desired business outcomes	<ul style="list-style-type: none"> Online Success Guide Onboarding and automated monitoring for the first 90 days 	<ul style="list-style-type: none"> Online Success Guide Ongoing adoption monitoring Annual Executive Business Reviews 	<ul style="list-style-type: none"> Named CSM Quarterly Executive Business Reviews
Advisory Services: Provide expertise for immediate business impact to enable fast time-to-value from planning to deployment	<ul style="list-style-type: none"> Performance Assessment 	<ul style="list-style-type: none"> One day Discovery Workshop 	<ul style="list-style-type: none"> One week Value Acceleration Service
Expert Sessions: Weekly technical webcasts on best practices with PTC platforms and solutions	<ul style="list-style-type: none"> Access to recorded Expert Sessions 	<ul style="list-style-type: none"> Access to live Expert Sessions 	<ul style="list-style-type: none"> Access to live and recorded Expert Sessions
Success Points: Easy to use delivery mechanism to expedite the purchase of additional services and rapid outcomes			<ul style="list-style-type: none"> 20 Success Points to use towards any of the services shown here on top of what you receive through Starter and Guided Success Plans
Rapid Outcomes: Specifically designed to help you achieve a targeted result on PTC platforms in a fast, flexible service to drive productivity and expedite use cases		<ul style="list-style-type: none"> Access to two Rapid Outcomes 	
PTC University: Innovative, online training to expand your skills and proficiency with PTC software and accelerate adoption	<ul style="list-style-type: none"> Standard eLearning Library 	<ul style="list-style-type: none"> Unlimited Classroom Subscription 	
MakerLab¹: Bring your own project to have PTC help guide you through your Proof of Concept in a collaborative virtual environment		<ul style="list-style-type: none"> Access to MakerLab for one use case 	
Accelerated StartUp for ThingWorx Apps²: Leverage subject matter experts to expedite your adoption of the out-of-the-box solution		<ul style="list-style-type: none"> Access to one Accelerated StartUp for ThingWorx Apps 	
Add-On Services <ul style="list-style-type: none"> MakerLab Use Cases Advisory Services Rapid Outcomes PTC University Unlimited Classroom Subscription 		<ul style="list-style-type: none"> Success Point Bundle (20 Points) Success Point Bundle (100 Points) Value Ready Deployments 	

¹Specific to ThingWorx Platform, ThingWorx Studio and ThingWorx Analytics

²Specific to ThingWorx Manufacturing and ThingWorx Navigate

By Your Side

At PTC, the mission of our Customer Success team is to ensure you are successful. With Guided Success Plans, you can be sure you have a team by your side with deep, domain expertise. We are here throughout your entire lifecycle to help you maximize the value of your investment and achieve your business goals.

With Guided Success Plans you can expect:

-  **Faster Time-to-Value**
-  **Meet Business Outcomes**
-  **Demonstrate ROI**
-  **Increase Strategic Value**
-  **Simplify Renewal Process**
-  **Optimize Relationship with PTC**
-  **Improve Satisfaction**

Learn More

To find out more about Success Plans and how to get started, reach out to Customer Success Management today or visit [PTC.com/us/services/success-management](https://www.ptc.com/us/services/success-management).

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