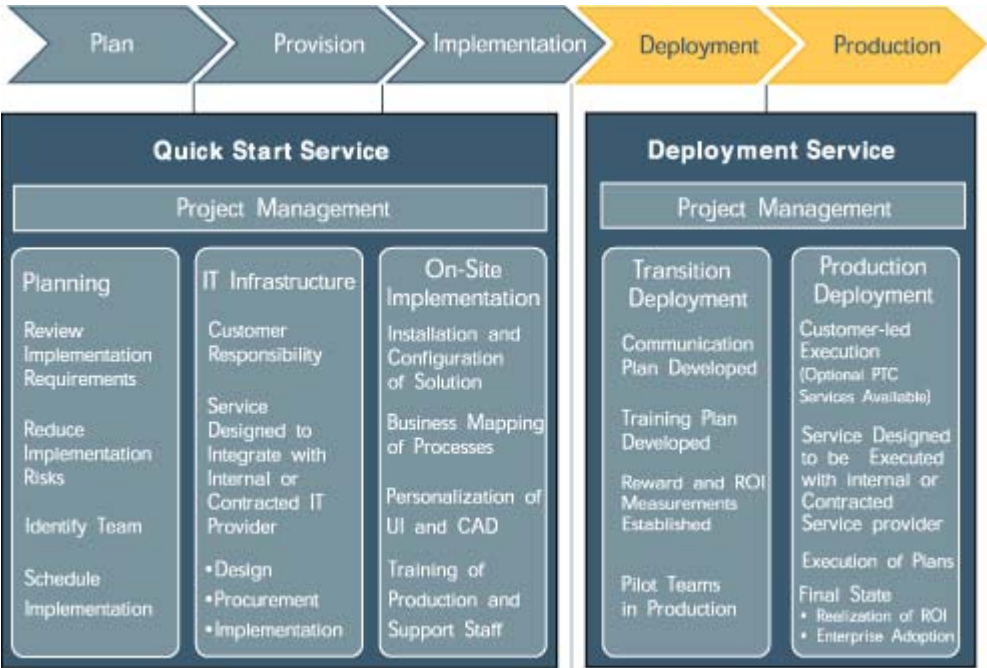


Product Development Technology Implementation Services

Quick Starts

A Quick Start is a bounded fixed price service offering that provides you with On-Site Implementation up to and ready for the next step of deployment.

- Installation and configuration of solution
- Business mapping of processes
- Personalization of UI and applications
- Training of production and support staff



Deployment Services

The PTC Global Services implementation approach is a proven business solution delivery approach designed to streamline the implementation process through pre-defined tasks, deliverables and roles.

The deployment service solution offering consists of work packages spanning the following implementation phases: definition and analysis, design and build, transition and production. Each work package has tasks that are required for the implementation. Each task has bold text indicating a customer facing deliverable template.

In the deployment work package, all materials needed to begin the pilot projects are developed and made available. This allows for the pilot projects to begin and recommendations for the production plan to be presented. Customer acceptance is gained.

Activities:

- Create/review transition deployment plan
- Conduct pilot project kick-offs
- Develop recommendations and findings (detailed report and summary presentation)
- Develop production deployment plan
- Present recommendations and findings
- Review course of action and gain customer acceptance

Main Deliverables:

- Transition deployment plan
- Production deployment plan
- Findings and recommendations
- Customer acceptance certificate