DEDICATED TO ACCELERATING YOUR TIME TO VALUE
Identifying what needs to be done is one thing. ACTUALLY DOING IT IS ANOTHER.

For businesses that want to leverage their technological solutions to step ahead of the competition, PTC Customer Success accelerates your time to value and drives you to achieve your desired business outcomes.

Our skilled global team simplifies complex technology and provides post sale leadership to help you realize value today, while also showing you where you can go tomorrow.

CUSTOMER SUCCESS IS FOCUSED ON PARTNERING WITH CUSTOMERS TO UNLOCK THE FULL VALUE OF THEIR PTC SOLUTIONS AND PLATFORMS THROUGHOUT THEIR JOURNEY.

Eduarda Camacho
Chief Customer Officer
PTC Customer Success
A Success Plan is a strategically packaged set of services, resources and guidance designed to maximize the value of your software investments. No matter your goals, you can get value out of your PTC experience with access to the training, subject-matter experts, and innovative services to reach business outcomes and drive greater results.

Here's a look at the Success Plans we have available:

### Guided Success Plan
- **Customer Success Management**
  - Proactive Guidance
  - Online Success Guide
  - Ongoing Adoption Monitoring
  - Annual Executive Business Reviews

- **Expert Sessions**
  - Access to Live/Recorded Sessions

- **Advisory Services**
  - Discovery Workshop

- **PTC University**
  - In-center Training

- **Success Points**
  - 30 Success Points Included

- **Technical Support Account Manager (TSAM)**
  - Additional resource available for fee

### Managed Success Plan
- **Customer Success Management**
  - Named Resource
  - Proactive Guidance
  - Ongoing Adoption Monitoring
  - Quarterly Executive Business Reviews
  - Online Success Guide

- **Expert Sessions**
  - Access to Live/Recorded Sessions

- **Advisory Services**
  - Leverage Success Points

- **PTC University**
  - In-center Training

- **Success Points**
  - 50 Success Points Included

### Strategic Success Plan
- **Strategic Success Management**
  - Semi-Dedicated Named Resource
  - OR Dedicated Named Resource
  - Ongoing Adoption Monitoring
  - Quarterly Executive Business Reviews
  - Online Success Guide

- **Expert Sessions**
  - Access to Live/Recorded Sessions

- **Advisory Services**
  - Discovery Workshop

- **PTC University**
  - Leverage Success Points

- **Success Points**
  - 100 Success Points Included

- **Technical Support Account Manager (TSAM)**
  - Additional resource available for fee

**Success Points**
An added benefit in your Success Plan are Success Points. Success Points are a digital currency that you can use to execute your Success Path. Success Points remove the complexity and make it easy to buy and implement services.
SUCCESS PATHS

A Success Path outlines everything you need to achieve value from our software solutions.

Each Success Path provides step-by-step guidance on all the activities, training and services you’ll need to quickly meet your desired business outcome.

WITH A SUCCESS PATH IN PLACE YOU WILL:

- Have a clear plan to realize objectives and value faster
- Benefit from our expert guidance and best practices
- And be able to demonstrate technology ROI

There are recommended Success Paths based on common-use cases, or we can customize a path to meet your specific business needs.

At PTC, we are committed to helping you unlock more value and maximize results with our software solutions and Success Paths help get you there quickly and efficiently.

To learn more, click here
EXPERT GUIDANCE

Customer Success Managers are fully dedicated to ensuring you are successful. They help you anticipate challenges, identify goals and achieve results quickly and effectively. Think of them as an extension of your team.

> PROVIDE CUSTOMIZATION RECOMMENDATIONS

> UNDERSTANDS YOUR USE CASE AND GUIDES YOU THROUGH SERVICES THAT WILL ACCELERATE YOU TO VALUE

> ENSURE YOU ARE SUCCESSFUL IN REACHING YOUR DESIRED BUSINESS OUTCOMES

> FACILITATES TAKING YOU THROUGH OUR SUCCESS PATHS

I am so glad my Customer Success Manager has been there to support me the entire way. She’s fantastic and I couldn’t have asked for a better person to support me. If I ever have any questions, she always has the answer, and if not, she finds it quickly, and checks up on me often which is great because it reminds me to look into what PTC can do for us. She is truly amazing!

Danae Goldammer
North America Product Manager, ESAB

SPEAK TO A CUSTOMER SUCCESS MANAGER TODAY
CONTACT US

Whether you want to learn more about the breadth of our services or you have a specific question related to one of our offerings, PTC Customer Success is here to help. Contact us today to learn how you reach the full value of your PTC solutions.