

# The GOLD support solution

SUPPORT SERVICES THAT ACCELERATE AND SUSTAIN YOUR PRODUCT AND SERVICE ADVANTAGE

## PTC support protects value

PTC Support Services is essential to gaining the most value possible from your PTC software investment. To drive success throughout your business, leverage PTC Support services to extend the benefits you expect from the applications you rely on every day.

The GOLD Support package gives you access to a comprehensive support experience that includes regular software improvements, web-based technical assistance, software usage help as well as assisted technical support from a team of specialists, certified in ISO Quality processes. Each feature of the GOLD Support package is carefully designed to provide value to your business, so you can effectively:

- Maximize Productivity
- Optimize System Capability and Performance
- Control Costs
- Reduce Risks



### Evolutionary support

Our customers helped us develop a vision for the next generation of support. Just like our software continuously evolves, so does PTC Support. Today, your PTC Support includes Software Support, eSupport & Assisted Support services with the latest features like Proactive Support Services, a personalized ePortal, and social support using community experience.



Visit the [PTC Support Services](#) page on PTC.com to learn more about how we help companies like yours accelerate and sustain their product and service advantage.

## The GOLD support solution

### Software support

#### Software releases that makes a difference

A continuous stream of software enhancements and new functionality designed to improve system performance and user productivity, delivered in major releases, maintenance releases, and security updates.

And with each new release, you can expect the highest quality software from a development process that follows the strictest quality standards in the industry. With PTC's commitment to developing products that are integrated and interoperable, you can reduce or eliminate costly projects to make disparate software compatible.

#### Software support includes

- New releases
- Maintenance releases
- Security updates

### Assisted support

#### PTC Support Desk to optimize performance

You'll have confidence your cases are being managed reliably and consistently because our Technical Support Engineers (TSEs) operate in an ISO-certified environment, share a single global support database and have direct access to PTC's R&D group.

Rely on our TSE's to assist you on the phone or through desktop sharing to help with usage questions, issue diagnosis, and administrative guidance for software updates and migrations.

#### Assisted support includes

- ISO-certified processes
- Case lifecycle management
- Knowledge-Centered Support
- Severity-based Service Level Targets

### eSupport

#### Personalized, self-guided support that saves you time and money

Leverage the online resources and tools whenever and wherever you need them. Bookmark and customize your own eSupport Portal to quickly access the technical support information and tools that matter to you.

Streamline your support inquiries with solutions and suggestions from Technical Support documentation, formally authored, published and continuously enhanced by the PTC technical experts. You can access these technical articles seamlessly from within your PTC applications.

#### Intelligent case management so you can stay focused on your business

Start your inquiries online using the latest in webbased tools designed to improve your interaction with the Technical Support organization. From logging cases, to tracking cases, to pro-active alerts of case status changes, your software users and administrators will appreciate the time-saving features available.

#### eSupport includes

- Self-guided support
- Intelligent Case Management
- Proactive support alerts

## Proactive Support services

### “NEW” On-Demand System Scan

This online tool allows administrators to scan their PTC software environments for stability, performance, and security issues and automatically receive specific recommendations for improvement.

Currently available for PTC Integrity & PTC Windchill



This is an incredibly valuable service. Windchill Method Server logs can be overwhelming to review and analyze. The idea of proactively reviewing logs and providing insight is a huge benefit and value for Windchill System Administrators. We generally find ourselves reacting to events. This service will likely prevent issues, and as a result improve the entire lifecycle of Windchill operation and management. Thank you!"

Tom Sisler  
Engineering Services, Knoll, Inc.

## Optional support services

### Upgrade & Migration Weekend Support.

In this service, a PTC Support Engineer will understand your IT environment, project plan and scope of the potential support assistance before the weekend activities start. By proactively scheduling Upgrade & Migration Weekend Support, a directly accessible PTC Support Engineer is assigned to you and your team to support your weekend activities. Provides you with a higher level of support over the weekend. Use Upgrade & Migration Weekend Support when performing a system upgrade, data migration, or other weekend activities.

### Dedicated Support Engineer

This service provides dedicated support and attention for Go Live events or other critical milestones events that requires it. During the engagement, you can avoid support queues and get immediate responses by having direct phone and email access to a dedicated Support Engineer. The Support Engineer is fully aware of your planned activity and will be ready to engage whenever needed.

### Technical Support Account Manager (TSAM)

Serving as an extension of your support team, your Technical Support Account Manager (TSAM) works seamlessly with the entire Technical Support organization to help ensure consistent management and prioritization of your critical support issues and project-based support requirements. Armed with a good plan from the start, your TSAM can help guide you and the PTC support teams towards successful project completions and issue resolutions by providing regular communications, activity reporting and reviews. Together, you and your TSAM will develop a relationship that is intended to maximize your system performance and reduce your costs of supporting PTC applications.

### Extended Support

Provides additional Software Performance Report (SPR) access for one year after software development is discontinued. Available for select products, the Extended Support period begins after the Standard Support period ends. As your company plans to update to a more current version of software, the Extended Support period provides additional time to run your current version in production and receive software issue resolution that you may need during the transition to the new version.

## GOLD support package at a glance

<b>GOLD Support Package</b>	
<b>Software Services</b>	
Software Updates & maintenance releases	Included
<b>eSupport Services</b>	
eSupport Tools	Included
PTC Knowledgebase	24 x 5
Performance Advisor, Core Features	Included
Performance Advisor, Advanced Features	Subscription
<b>Proactive Support Services</b>	
NEW On-Demand System Scan	Included
NEW Proactive Monitoring & Guidance	Not Available
<b>Assisted Support</b>	
Community Support	Included
Support Desk	Web & Phone
Availability	24 hours x 5 days
Language	Local Language when available
Response Time	Severity 0: < 1 hour Severity 1: < 2 hours Severity 2: < 4 hours Severity 3: < 4 hours
Response Frequency	Severity 1: < 3 business days Severity 2: < 5 business days Severity 3: < 7 business days
Enterprise Down Recovery	< 24 hours
<b>Optional Support Services</b>	
Upgrade & Migration Weekend Support	Optional
Dedicated Support Engineer	Optional
Technical Support Account Manager (TSAM)	Optional
Extended Support	Optional

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