

# The GOLDplus support solution

AN ADVANCED SUPPORT EXPERIENCE FOR ENTERPRISE DEPLOYMENTS

You expect your PTC enterprise software to help you achieve and sustain your product and service advantage.

As a GOLDplus Support customer, you will be connected to a select group of support engineers who have advanced knowledge of PTC products and systems.

Enterprise-wide applications and related technologies have become more interdependent. The PTC Support Desk is staffed with people who are best positioned to help you optimize system performance.



## How we deliver an advanced experience

Our upgraded Goldplus Support Package is designed to meet the needs of enterprise deployments, offering our highest level of support that's available to you 24/7 including our new advanced proactive support capabilities.

### Evolutionary support

GOLDplus Support is ideal for PTC's customers who:

- Cannot risk downtime and thus require timely responses from expert engineers
- Require technical support availability 24 hours a day, every day, 365 days a year
- Need fast, easy access to expert Technical Support engineers



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 GOLDplus support solution

### Software support

#### An Enhanced Support Experience

##### 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.

With many different PTC applications, versions, integration points with other technology, you can rely on PTC support to help you avoid issues and guide you to the best destination before you experience costly down time or re-work.

##### Weekend Support availability for your critical needs.

Customers with GOLDplus Support have access to Support Engineers 24 x 7 and can open cases over the weekend to support any unplanned activities. Be confident that when you need help, you can rely on the PTC Technical Support team to be there to assist you.

### 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 web-based 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.

### 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.

#### "NEW" Proactive Monitoring & Guidance

Proactive Monitoring & Guidance is an always-on system monitor that pairs deep scanning capabilities with solutions & insights to help you get the most out of your PTC software. Discover a wide range of proactive stability, performance, and security improvements through configurable, prescriptive recommendations, sent directly to your preferred channel. Regularly unlock increased user productivity, reduce system administration efforts, and avoid disruptions with PTC Proactive Monitoring & Guidance.

## 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.



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.

## GOLD<sup>plus</sup> support package at a glance

GOLD <sup>plus</sup> Support Package	
<b>Software Services</b>	
Software Updates & maintenance releases	Included
<b>eSupport Services</b>	
eSupport Tools	Included
PTC Knowledgebase	24 x 7
Performance Advisor, Core Features	Included
Performance Advisor, Advanced Features	Included
<b>Proactive Support Services</b>	
NEW On-Demand System Scan	Included
NEW Proactive Monitoring & Guidance	Included
<b>Assisted Support</b>	
Community Support	Included
Support Desk	Web & Phone
Availability	24 hours x 7 days
Language	Local Language when available
Response Time	Severity 0: < 30 minutes Severity 1: < 1 hour Severity 2: < 2 hours Severity 3: < 4 hours
Response Frequency	Severity 1: < 2 business days Severity 2: < 4 business days Severity 3: < 5 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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