

PTC Cloud

PTC CLOUD OVERVIEW AND REQUIREMENTS

What is PTC Cloud?

PTC Cloud provides application management and hosting for PTC applications. The service combines rapid deployment, secure cloud hosting, uptime management, performance tuning, and value assurance to ensure that applications are available, optimized, and updated for peak performance.

Why should I consider a PTC Cloud contract?

Companies often face complex challenges when implementing and maintaining enterprise applications, but PTC Cloud dramatically simplifies the process. PTC Cloud gets your applications up and running quickly, guarantees application uptime with predictable expenses, and gives you confidence that potential problems are addressed before they occur. If problems do occur, we will resolve them quickly and with minimal burden on your own IT organization.

Why PTC Cloud?

Unmatched PTC software expertise:

- The only provider with tight integration with PTC Software Development and PTC Technical Support
- 15 years experience in managing PTC software on the cloud
- Provide the full cloud computing stack so you have one team/one number to call
- Maintaining over 4,000 unique instances for over 300 customers

Optimized performance:

- Industry-standard application SLAs
- Faster time-to-value with infrastructure ready in days
- Proactive maintenance and software upgrades
- Upgrade and add capacity on your schedule
- Reduce surprise operation downtime
- Predictable operating expense

Industry-standard security:

- Information Security Management System based on ISO 27001:2013
- Certifications and Compliance including DIACAP, FEDRAMP, ITAR
- Disaster recovery with backups streamed offsite
- 24x7 data center, server and security level monitoring

Business benefits

PTC's responsibility with the Cloud is to keep your software running at peak performance with minimal risk and predictable cost. PTC offers peace of mind to CIOs and business executives who know that performance tuning, security, and disaster recovery procedures will be addressed proactively by the most experienced PTC software and IT administrators on the planet:

- PTC rapidly configures and deploys the application in a secure datacenter with the most appropriate hardware and systems
- PTC proactively monitors and tunes the application, often identifying and correcting potential problems before you notice
- PTC rapidly resolves software problems with the ability to bypass the first level of troubleshooting with PTC Technical Support, and gets right to the root of the issue with PTC R&D to minimize any disruptions
- PTC eliminates the worry about over or under investing in hardware by sizing infrastructure based on anticipated software use, and providing the ability to scale resources as demands change
- PTC minimizes and, in many cases, eliminates costs associated with deploying a major software upgrade
- PTC eliminates the need for you to staff, train, and retain application specialists to manage, administer, and upgrade the PTC application(s)

To learn more, visit [PTC.com/services/cloud](https://www.ptc.com/services/cloud).
or contact a [PTC Cloud Expert](#).

Requirements worksheet

Minimum Requirements for Hosting and Managing PTC Technology	PTC Cloud	Comparison Company
Data Center Space/Security/Disaster Recover	•	
SSAE-16 audited data center	•	
Hardware (Servers, Routers, Switches, Storage)	•	
Service provider accountable for proper sizing demanded by the software application being hosted	•	
OS/Database Included (Acquisition, Maintenance, and Support)	•	
Service provider accountable for OS and database compatibility with PTC Technology (including updates/upgrades)	•	
Experience level with compatibility of PTC Technology (Years) 0 - None, 1-2 - Beginner, 3-5 - Intermediate, 5-10 - Senior, 10+ - Expert	Expert	
IT Administration (Servers, Routers, Switches, Storage, Data Center)	•	
Experience level providing IT admin. for hosted PTC technology (years) 0 - None, 1-2 - Beginner, 3-5 - Intermediate, 5-10 - Senior, 10+ - Expert	Expert	
Number of hosted PTC Cloud customers with PTC Technology	100+	
Number of years hosting PTC Cloud customers w/PTC Technology	15	
Technical Refresh Included (Hardware, OS, Database)	•	
Number of years between technology refresh	3	
Accountability for Server and Application Architecture to Ensure Redundancy and Scalability	•	
Experience level with architecting PTC Infrastructure (years) 0 - None, 1-2 - Beginner, 3-5 - Intermediate, 5-10 - Senior, 10+ - Expert	Expert	
Implementation and Customization Oversight	•	
PTC Cloud provider oversees implementation to ensure performance and optimal outcome with minimal costly customizations	•	
Application Administration and Support	•	
Experience level with software product expertise and practical administration experience (Years) 0 - None, 1-2 - Beginner, 3-5 - Intermediate, 5-10 - Senior, 10+ - Expert	Expert	
Software Technical Updates and Upgrades	•	
Individuals on staff with practical PTC upgrade experience	•	
Number of upgrades performed on PTC technology	Hundreds	
Application Level SLA	•	
Performance-based SLA's at level of end user interaction with the software	•	
Coupling with PTC Technical Support and R&D	•	
Service provider is tightly coupled with the application author; ideally the same company, with the same systems, and integrated processes. Result is a faster and less intrusive troubleshooting and issue resolution process.	• Same Company	

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