

# Upgrading Windchill® with PTC Global Services

New, lower-cost approach makes the upgrade procedure affordable and more convenient

Trying to find the best time and the right resources to upgrade to the latest Windchill release? PTC Global Services now offers a more efficient, cost-effective approach that makes the transition faster and easier than ever. If you've been waiting for the perfect moment to make the move — now is that time!

## Remote Upgrade Services Save Time, Reduce Cost

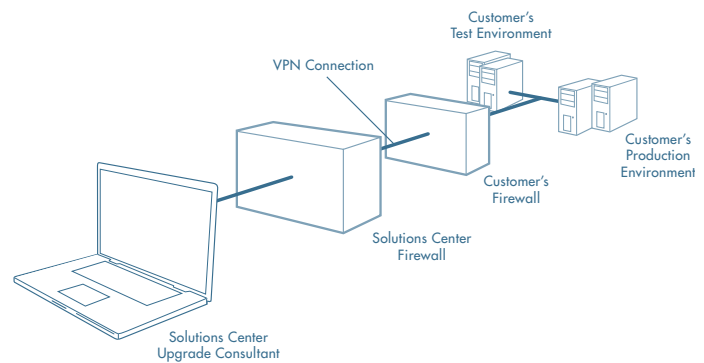
With our proven upgrade methodology and dedicated experts, PTC Global Services has always been the safe choice to upgrade your Windchill system. And today, PTC continues to reduce the upgrade cost to our customers by developing even more efficient ways to upgrade.

With PTC's improved methodology, critical design decisions and consultations are still performed on-site, ensuring that customers realize the most value from their new system. Windchill upgrade experts then perform the bulk of the upgrade work remotely, improving quality and preventing the customer from incurring unnecessary travel costs. The result? PTC can successfully upgrade your system at a fraction of the previous cost.

To meet our customers' IT requirements—while saving time, money and effort, PTC upgrade professionals can now execute upgrade activities remotely using one of two options:

- The VPN (Virtual Private Network) Approach – Here, upgrade experts at PTC's Solutions Centers can access the customer's Windchill environments via a secure VPN Internet connection, and then perform critical upgrade tasks offsite via the Web.
- The Data Package Approach – Here, PTC creates a 'clone' of the customer's production environment inside our Solutions Center facility using data files sent by the customer. Upgrade experts then develop a robust and repeatable upgrade procedure to be applied later at the customer's site. In many cases, PTC only needs the customer's metadata, not the actual content files, ensuring that intellectual property, such as Pro/ENGINEER® designs, stays within your system.

Each of these options takes advantage of PTC's proven upgrade methodology which guides customers through each project from initial design to production deployment. And, because many tasks are performed remotely with either service option, customers enjoy considerable savings on consultant and travel costs.



The Secured VPN Approach for upgrades is one way PTC can cost-effectively upgrade current Windchill customers to the latest versions.

## Benefits of Using PTC Upgrade Experts

### Dedicated Upgrade Professionals

- Services are executed by experienced professionals focused solely on upgrades
- Proven upgrade methodology avoids common upgrade issues

### Realize the Full Potential of Windchill

- Recommendations on how to best configure Windchill® PDMLink® or Windchill® ProjectLink™ to meet your exact needs

### Flexibility in Scheduling

- No consultant-related travel constraints
- Schedule based on a network of professionals, not just one person

### Lower Costs

- Upgrade professionals perform many activities remotely, significantly reducing travel costs

### Reduces Burden on Internal Resources

- Bulk of the upgrade effort is performed by PTC, thus freeing up your resources to do other strategic work

## Proven Approach Delivers Quality Results

Your upgrade will be led by experienced consultants who not only have in-depth knowledge of PTC products, but also extensive experience with upgrading Windchill systems. Upgrade experts will walk you through our approach, which incorporates tools and best practices developed through many years of real-world experience.

PTC takes a holistic, customer-focused approach to upgrade projects. We configure upgrade services to meet specific project requirements and to strike the right balance between onsite and offsite work.

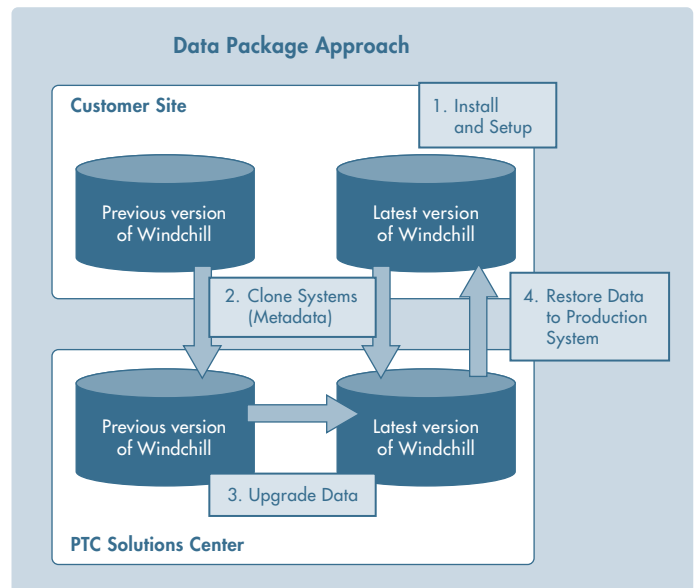
Upgrade projects include many activities that are common to new implementations, such as system design, customization work, and user training. However, some activities are specific to upgrade projects and require special expertise. These modules include:

1. Data Upgrade Design - Establish a coherent design for the tools and procedures required to successfully upgrade data from the previous version of Windchill.
2. Data Upgrade Tools Development (if necessary) – In some cases, tools must be developed to execute the data upgrade plan as defined in the Data Upgrade Design Module.
3. Data Analysis and Data Cleansing - This module identifies and resolves any data conflicts that could prevent a successful data upgrade. Conflicts could arise when there is a data discrepancy or inconsistency between the source system and target system.
4. Full Data Upgrade - This module starts with testing of the upgrade procedure to resolve any potential issues. Once any issues have been resolved, the production environment is upgraded using the validated data upgrade procedure.

### Upgrade Options to Consider

Preparing for an upgrade? Here are some options to consider that are available exclusively to PTC Maintenance customers.

- Weekend Support – Upgrading over the weekend? Ensure that you have a Technical Support engineer, who has been fully briefed on your project and your environment, on-call during your upgrade.
- Technical Support Account Manager – With an assigned Technical Support Account Manager (TSAM), you'll have a personal support contact immediately available to answer any questions or expedite issues that may arise during the upgrade.
- 24x7 Technical Support – Upgrade to our Enterprise Package and get Technical Support 24x7, 365 days a year.



With the Data Package Approach, PTC's experts define and validate the upgrade procedure away from the customer site.

### Now's the Time to Make the Move!

There has never been a better time to upgrade your Windchill system. To learn more about our upgrade services, contact your PTC account representative to discuss the option that's right for you.