

PTC Technical Support Account Manager

Your Personal Advocate for Proactive, Expedited Service

A PTC Technical Support Account Manager (TSAM) is your company's personal advocate for leveraging the breadth and depth of PTC's Maintenance Support System, ensuring that your critical issues receive the appropriate attention – quickly and accurately.

Serving as an extension of your support team, your TSAM helps ensure consistent management of your critical support issues and project-based support requirements. Your TSAM also offers exclusive insight and access to the PTC Technical Support and Research & Development organizations – an extensive Support System working together, and efficiently for you.

Confidence in Upgrades and Migrations

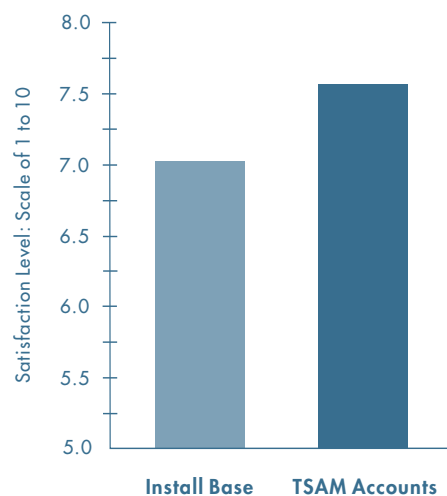
Software upgrades and migrations are performed more efficiently and more confidently with your TSAM engaged in your planning sessions, advising you as to which date codes are most appropriate, and bringing your issues directly to the attention of the PTC software development teams – so you can get the most out of your upgrade, as quickly as possible.

On each and every project, your TSAM works hand-in-hand with your project management team, including System Integrators, keeping you on track and on schedule. Your TSAM is both part of the team and part of the solution that ensures your success.

Optimized Support to Meet Your Business Needs

Having a single point of contact that's familiar with your support history and your technology roadmap is invaluable, especially when you rely on critical software applications to run your business. Your TSAM will also help train your team to optimize the Technical Support tools to keep your software running at peak performance.

Customer Surveys Confirm Highest Satisfaction for Customers with a TSAM.



The TSAM service is the best investment you can make to improve your PTC Support experience and ensure your success with PTC applications.

TSAM Features and Benefits

Privileged Relationship

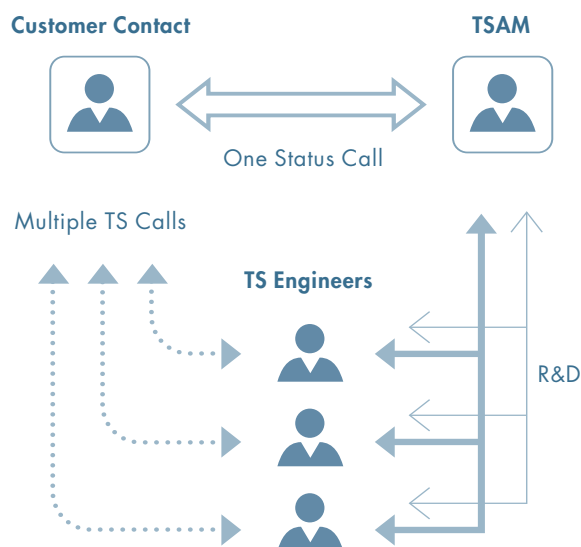
- An onsite kick-off meeting and yearly review meetings enable the TSAM to build a strong relationship and better understand your goals and needs
- Direct access to your TSAM ensures that PTC is fully aware of and focused on your critical issues
- The TSAM manages both bi-weekly and ad hoc phone meetings to ensure that regular, structured communication is maintained throughout the service

Issue Management and Resolution

- Customized reports provide the current status of your critical issues and an update on recent activity. (Reports are reviewed and prioritized with the TSAM on a bi-weekly basis)
- Software Performance Report (SPR) fixes are prioritized according to the customer's schedule / roadmap

Improved Support Benefits

- **Faster Resolutions** - for critical issues and SPRs with the proactive assistance of your TSAM
- **Better Solutions** - developed via close relationship with R&D and Technical Support
- **Effective Support Plan** - your TSAM guides an effective support plan that ensures your projects are successful
- **Efficient Implementations** - projects run more smoothly with more frequent status updates and higher quality feedback
- **Validated ROI** - Quarterly metrics capture how the TSAM is improving your support experience



Leverage the complete PTC Maintenance Support System to exceed your project goals and meet your daily support requirements.

To learn more about how a PTC Technical Support Account Manager can help your company, please contact your PTC Sales Representative.

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www.ptc.com/support/maintenance

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