

The Platinum Enterprise Support Package

A Strategic Support Plan for Improving Enterprise Software Success

Your company's success relies on continuous production – and your PTC enterprise software helps you achieve that goal. Yet, just because your operation appears to be running efficiently doesn't mean your designers, engineers and other software users are operating at peak performance – or without risk.

By adding strategic support planning, ongoing training, proactive issue avoidance, and fast issue resolution, you can keep your entire enterprise running at maximum productivity – every shift, every day. That's where PTC's Platinum Enterprise Support Package comes in.

The Platinum Enterprise Support Package¹ was created to help PTC customers take full control of your enterprise software experience by giving you the support tools, training and technical assistance you need to ensure uninterrupted operation – at the highest level possible.

Ideal for Customers with Global Product Development Who:

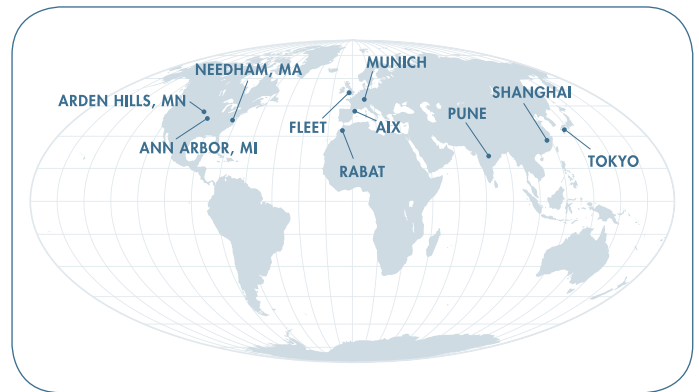
- Cannot risk downtime, and thus need timely responses to issues, with input from your software vendor's R&D team
- Have 'follow-the-sun' development teams operating globally, around the clock
- Require issue resolutions to be shared with other users globally – in multiple languages

Ideal for Customers Planning Updates and Migrations Who:

- Expect assistance when planning for software updates, migrations and maintenance "fixes"
- Need weekend support when updating releases, executing migrations, and installing maintenance fixes, so as to avoid weekday interruptions
- Cannot afford to miss project milestones, and thus need support issues prioritized

Package Features

Platinum Enterprise Support Package customers are entitled to all the benefits of the Gold Support Package (ptc.com/support/maintenance), plus the following enhancements and additions¹:



"Follow-the-Sun" Support: PTC support centers are located globally to provide 24-hour assistance in multiple languages.

24x7 Telephone Support with One-Hour Response Time

- Multiple call centers – located globally – provide service beyond normal business hours, in multiple languages
- More than 330 ISO-certified engineers follow a specific process to ensure calls are handled consistently and in a timely manner
- All technical support engineers access and utilize a single, global database, so your up-to-date call information is available instantly to all support personnel worldwide

Direct Access to Senior Support Engineers

- Telephone Support calls are routed directly to the Premium Support Desk, staffed by the most senior personnel to ensure expert, timely assistance
- A senior support engineer will travel to your site up to four days per year to help resolve technical issues
- Online Technical Support Workshops for system administrators will be delivered quarterly to provide proactive advice on troubleshooting, issue avoidance, and applying the latest technology fixes

¹Platinum Enterprise Support requires a minimum Maintenance Support investment. Please review with your Sales Representative.

A Personal Technical Support Account Manager – TSAM

- Your TSAM is your company's personal advocate, helping you leverage the entire breadth and depth of PTC's Maintenance Support System, ensuring that your critical issues are prioritized and you receive the attention you need – quickly and accurately
- The TSAM will lead an onsite kickoff meeting, plus yearly review meetings with your team, in order to better understand your goals and help schedule your upgrades and migrations strategically
- The TSAM helps PTC Technical Support prioritize your Software Performance Reports (SPRs) according to your schedule and roadmap

One-Year 'Extended Support' for Qualified Products

- Extended Support provides additional software development attention, including Software Performance Reports (SPRs), which are especially important during updates and migrations
- Available for specific Windchill® products after the "Standard Support" period ends
- The standard Extended Support fee is waived for Platinum Enterprise Support customers

Feature	Gold Support Package	Platinum Enterprise Support Package
Technical Support by Telephone	24 Hours x 5 Business Days	24 Hours x 7 Days
Response time for Technical Support Calls	Within 2 Hours	Within 1 Hour
Support calls routed to Premium Support Desk	Not Available	Included
Technical Support Account Manager (TSAM)	Additional Fee	Included*
Weekend Support	Additional Fee	Included
Onsite Technical Support (four days)	Not Available	Included
Quarterly Technical Support Workshop Webcasts	Not Available	Included
Extended Support with Additional SPR Access for One Year after Software Development Discontinued	Additional Fee	Included

*Included for customers with Maintenance value of US \$1,000,000 or greater.

To Learn More

Please contact your PTC account manager or maintenance support representative, or visit www.ptc.com/support/maintenance

Regional Maintenance Support Offices

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