



## Windchill+ and ThingWorx Navigate for Windchill+ Service Description

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Your use of Windchill+ and ThingWorx Navigate for Windchill+ are subject to the terms of the [PTC Master SaaS Agreement](#) (the “**Agreement**”) as well as the following additional terms. Any capitalized terms used but not defined below have the meanings in the Agreement.

### Data Export Formats

For authorized Windchill data exports, the data export formats will include applicable items from the following: Database schema export, Directory LDIF export or similar user list export, Enterprise LDAP LDIF export, external file vault(s) contents.

### Back Ups and Disaster Recovery

PTC maintains a comprehensive data backup policy to support Business Continuity and Disaster Recovery best practices. Full system backups are taken on a daily basis, and stored in geo-redundant locations. Production system backups are maintained for 30 days. Non-production backups are maintained for 7 days.

In the event of a wide-scale service outage, PTC will work with impacted Customers to determine if the Disaster Recovery protocol should be implemented. If needed, the Recovery Point Objective (RPO) for production systems is 24 hours, and the Recovery Time Objective (RTO) for production systems is 5 days. Non-production systems will be restored as quickly as possible after all production systems are fully restored.

### Security and Data Privacy

Information about the security program for this Service is located at PTC’s [Trust Center](#).

Information about data that is collected as part of the Service is located at [www.ptc.com/en/documents/policies](http://www.ptc.com/en/documents/policies).

### User Identity Management

Customer is responsible to configure on a non-production CAS (Central Authentication Server) their identity and access management integration and single sign on (SSO) experience, using the provided PingFederate service as the central authentication server (CAS).

### Integrations and Customizations

PTC is not obligated to host for Customer any customizations or custom applications unless specifically agreed in the Order Form that PTC will host the same. The Windchill+ Help Center (<https://support.ptc.com/help/windchill/plus/r12.0.2.0/en/>) identifies the configurations, customizations and integrations that are permitted. Configurations, customizations and integrations that are not identified in such document are not permitted.

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## Windchill+

### Introduction

This offering provides Customers with a SaaS environment that includes a comprehensive set of PLM capabilities described below and supports integration with external systems (such as ERP and CRM). Optional environments/services can be purchased separately.

### Offering Basis

Windchill+ is contracted on a Registered User basis. There are defined types of Registered User profiles that may be purchased: **Viewer**, **Contributor**, **Author**. Additional functionality role-based license types may be added to the Author user profile. Each profile

grants the assigned User access only to the functionality entitled by that profile. Customer is required to allocate Users to license profiles within the Windchill production environment. Failure to appoint Users to appropriate license profiles may result in overage fees. Users may not be retroactively changed from one license profile to another.

### Standard Entitlements

All subscriptions include access to one Production Instance and one Non-Production Instance. Additional Non-Production Instances may be added to the subscription, as purchased. A given subscription may only have a single Production Instance. If Customer requires multiple Production Instances, for example to support different business units that require incompatible configurations, a separate Production Instance is required for each. Customer may specify the URL Prefix for each instance, and may chose a URL Suffix for Non-Production Instances from a set of available options provided by PTC. Customer provided Domain Names are not supported.

### Publishing Entitlements

Customer is entitled to publishing capability for supported Microsoft Office applications (as specified in the support matrix for the applicable Windchill Plus version, which is located at [www.ptc.com/support/release-advisor](http://www.ptc.com/support/release-advisor)) with a limit of 300 publishing jobs per Author user per month (measured across all Author users).

Customer is entitled to publishing capability for supported CAD applications (as specified in the support matrix for the applicable Windchill Plus version, which is located at [www.ptc.com/support/release-advisor](http://www.ptc.com/support/release-advisor)) with a limit of 125 publishing jobs per Designer user per month (measured across all Designer users).

Additional publishing jobs used in excess of these limits will be billed as overage on a contract-year basis.

For Customers that purchase a “SaaS Windchill Migration Environment,” additional publishing demand caused by the migration will count against the limits to the extent that the document(s) are not the latest released versions of such document(s). For example, if Customer has publishing jobs caused by a migration and such jobs are the latest versions of the applicable documents, such publishing jobs will not count towards the limit.

In some cases, it may be necessary for PTC to install and run certain Windchill compatible third-party software so the Service can process Data (e.g., data from certain non-Creo CAD systems, PTC Partner created applications, and/or document format translators). In such cases, for PTC to install and run such third-party software for Customer, it must be specifically agreed in the Order Form, and the Customer will be required to secure licenses and authorization for PTC to host such third-party software, and to provide all necessary installation media and files as required for PTC to deploy such applications on the SaaS hosted systems.

### Data Storage Entitlements

Vault Content Data Storage: Customers are entitled to the vault content data storage on a per Registered User basis depending on the role (measured across all licenses), as specified in the table below. In addition, Customer can purchase incremental multiples of One Terabyte of storage as required. The total amount of storage a Customer is entitled to is shared across all PLM SaaS and Managed Services environments (production and non-production) that have active PTC subscriptions and allocated by PTC to support the Customer's usage requirements.

User Type	Data Storage Allotment per User
Author (with Designer)	100 GB
Author	20 GB
Contributor	0 GB
Viewer	0 GB

Database Storage: The Windchill+ service includes an allocation of database storage per User (up to 2GB per Author, and 1GB per Contributor, with none allocated for Viewers), measured in the aggregate across all customer environments. Consumption of database storage in excess of Customer's entitlement will be billed at the then-current list price for excess storage.

Additional Storage: Customer is required to purchase additional storage capacity for data migrations and/or system integrations.

## ThingWorx Navigate for Windchill+

### Introduction

The ThingWorx Navigate SaaS offering includes connectivity to a PTC SaaS Services PLM solution (purchased as SaaS or Managed Services) and, with additional fees, supports integration with certain external on-premise and cloud systems such as ERP and CRM (but not on-premises Windchill systems).

### Offering Basis

ThingWorx Navigate SaaS is available as a standard service package with optional services that can be purchased separately. The solution includes software entitlement choices, a bundle of standard cloud service entitlements, and add-on cloud services to meet Customer specific requirements. It is sold as an expansion to the Windchill SaaS offerings. ThingWorx Navigate SaaS standard entitlement includes:

- Thingworx Navigate SaaS is contracted on the basis of Registered Users, Monthly Active Users or Active Daily Users.
  - "Registered User" has the meaning defined in the Agreement.
  - "Monthly Active User" means that usage for this offering will be measured on the number of persons who access the offering in a calendar month.
  - "Active Daily User" means this offering may be used by only one individual person in a given twenty-four hour period (measured from the initial point of access). For example, without limitation, if a person first accesses this offering at 3 PM local time, no other user will be able to access such offering until 3 PM the next day (using the time zone of the initial user).
- For each offering type (i.e., Registered User, Monthly Active User, Active Daily User), there are four profile types that may be assigned: Contribute, View, Connected PLM View, Connected PLM [Contribute]. Each User type grants the assigned User access only to the functionality entitled by that profile. The Contribute profile includes access to the View capabilities. Customers are required to create user profiles within the ThingWorx Navigate production environment. Failure to manage the creation and assignment of user profiles may result in unexpected consumption records and associated overage fees. PTC is not responsible for incorrectly managed users in the system.
- A single production instance and a single non-production instance
- Integration between a single ThingWorx Navigate and a single PTC SaaS managed Windchill instance for each included environment
- Storage allocation of 500 GB shared across all purchased environments
- A total of 6 Named Service Requests per year across all environments (option to purchase additional)
- Service Management engagement as described in the Service and Support terms and offered at the same level as entitled for Windchill PLM SaaS

The following limitations apply:

- ThingWorx Navigate SaaS apps may only connect to other software systems. Apps that connect to physical devices are not allowed as part of this Service.
- ThingWorx Navigate SaaS does not include Microsoft Azure IoT Hub as part of this Service.
- Connections to additional systems beyond those included as standard inclusion (specified above) are not included unless purchased separately and defined in the Quote.
- Active Daily User licenses are not allowed overages. Consumption will be limited to the contracted number of Users only.

Customers are responsible to configure their identity and access management integration and SSO experience using the provided PingFederate service as the central authentication server.