

5 KEY QUESTIONS FOR PTC CLOUD

Introduction

Over the last 18 years of managing our customers' technology in the PTC Cloud, we've seen a trend in cloud questions during the discussion of making the move to the PTC Cloud. Which is why we've answered the top five cloud questions to help you take full advantage of the power of the PTC Cloud.

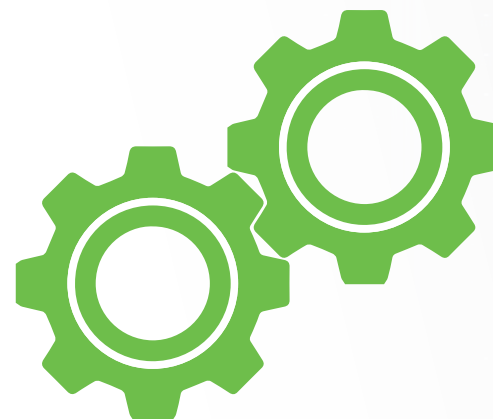
SECURITY



AVAILABILITY



FUNCTIONALITY



PERFORMANCE



SUPPORT



1 Security - Will my data be secure in the PTC Cloud?

Securing your data, your intellectual property, and the data of your customers is a vital element of moving to the PTC Cloud.

Is my data secure?

To protect and secure your service and data, we've deployed a best practice Information Security Management System (ISMS) based on the ISO 27001 security standard. The ISMS consists of a set of policies and procedures that document our security protocols and ensure a systematic approach to security to protect your data. The ISMS covers all aspects of the security program and is regularly reviewed and audited to ensure that information is current and consistent with global standards.

Did You Know?

94% of cloud adopters say the Cloud produces security benefits, and more than 50% of IT professionals rank security as a top reason for moving applications to the Cloud.¹

Where will my data be stored?

We utilize five PTC co-location centers with PTC owned computing and leverage Amazon Web Services and Microsoft Azure global infrastructure as well.

What industry certifications and compliance do you have?

We have worked with third-party auditors to test and benchmark our security program and as a result, are ISO 27001: 2013 certified and maintain SSAE16 SOC 2 Type II Security & Availability Trust Principles. By being audited by third-parties, we maintain a rigorous Security and Compliance program in alignment with the ISO framework and the SSAE16 SOC 2 Type II Security & Availability Trust Principles. For Federal Government users, we've obtained the Federal Risk and Authorization Management Program (FedRAMP) authorization including the incremental controls to support the Department of Defense needs. [You can view the official FedRAMP page here.](#)

How is my data protected?

Our data centers are able to meet the stringent audits of ISO 14001 and ISO 9001, and are SSAE 16 audited for the United States, and ISAE 3402 internationally. These data centers have multilayered security that includes full-time 24/7 location operations and security guards, security cameras, alarms, biometric devices and more. All data is encrypted in transit, so the Internet communication is secure. Even when data is backed up, it is encrypted and stored within a backup storage library for a period of 90 days.

Can you complete my security questionnaire?

We have compiled an industry-standard security questionnaire using the Cloud Security Alliance's Consensus Assessments Initiative Questionnaire (CAIQ) and will provide our response(s) upon signing a non-disclosure agreement. [You can contact us here.](#)

¹- Source: DC Velocity

Learn more about security in our Introduction to Cloud Security White Paper >

2 Availability - Will my PTC system be available when I need it?

Knowing that you have access to your PTC technology when you need it is key to ensuring your team is efficient.

How will you deliver agreed Service Level Agreements (SLAs)?

We provide industry-standard availability SLAs at the application level, 99.5% (excluding excused downtime) or approximately less than two days total down time per year. SLAs are measured by attempting to access the service from locations throughout the world. We proactively monitor and tune the applications, often identifying and correcting potential problems before you even notice.

How is the 99.5% SLA achieved?

The SLA is determined by two key points: fail infrequently and recover quickly. By having clustered deployments across multiple availability zones, it helps to avoid a single point of failure. To achieve the 99.5% SLA, we employ a 24 x 7 x 365 Network Operations Center to monitor availability and operating conditions from an infrastructure, software, and application perspective. Any conditions affecting application availability are identified by our monitoring tools and alerts are generated for rapid response by our support team.

What is the backup process?

Regular backups are an important part of our service delivery. All of our backups run automatically and notify the team of success or failure. If a failure occurs, the backups are reviewed and run manually. A random set of backups are tested on an annual basis. Your data is locally archived for a minimum of 90 days with the most recent seven days of backups in a remote facility for disaster recovery purposes.

What happens if something goes wrong?

In the rare event of a disaster scenario, we will evaluate if the primary service delivery is down and is not expected to be restored within a minimum of 48 hours. In the event of an incident or service disruption, backup recovery is required when data is either corrupted or deleted, or for specific application/project requests. We leverage backups in multiple regions and offsite encrypted data backups are completed with 24/7 application level monitoring, so you can be sure your application is being tracked.

3 Functionality - What will PTC solution functionality be like in the PTC Cloud?

Being on the latest and greatest PTC technology allows you and your team to leverage new functionality and go-to-market quicker.

How do you handle service and functionality requests?

Service requests are administered by the Service Request Management Process and are here to help with PTC technology functionality. You can submit a service request through the [eSupport Portal](#). Cases are reviewed daily and once the requirements of your case are defined, the service request can be scheduled and executed by the Cloud Application Team. Builds such as configuration changes or customizations will be reviewed by the Release Management process. We leverage this process to ensure compliance of best practices and once approved, your service request can be deployed. Should there be any changes to be executed on a production environment, we will review through the Change Release Board prior to deployment.

How will you keep me up-to-date on the latest PTC technology?

Keeping you on the latest PTC technology is important not just for access to the latest functionality but also to ensure you have the optimal version for efficiency. We execute the Infrastructure and Operating System patching on a scheduled basis to keep aligned with the latest fixes. These are scheduled with you when downtime is required. If an application upgrade to a new release is needed, we will schedule that with you as long as you have a valid license for the software in order to test the base application operations. It's important to note, that it's imperative for you to test and validate your use cases and custom developed or third-party applications in the test environment before moving them into production. This helps for an easy transition to the latest release for you and your team.

Will I be able to control access to my data?

Server access is limited to PTC Cloud administrators and access is limited to the minimum number of people required and includes a separation of duties. Application level access to the data will be granted in QA/Production servers but operating system and administrative accounts are controlled by PTC Cloud personnel. If needed, we can provide reports around data access.

Will I be able to extract my data?

Data extraction is provided at no charge and system extracts provide everything you need to deploy the solution onpremise if preferred.

4 Performance - Will my PTC system performance be acceptable?

Having your technology and your team run at optimal performance can be a competitive advantage to ensure you get out ahead of your competitors.

How do you mitigate performance issues?

Performance considerations should be planned throughout the lifecycle of your service from on-boarding to future enhancements of the product. Most commonly seen performance issues are at the network layer, typically within the “last mile” of transmission from our datacenters to your local networks. How we avoid this issue is by recommending a basic network traffic analysis which can be performed in conjunction between our networking team and your IT department. The second most common performance issue tends to come from customizations which can impact both application and database health. We recommend proper review and documentation of these customizations to help mitigate potential impact.

While we uphold the industry-standard Service Level Agreements mentioned previously, there are many factors both within our control and not which can impact your overall user experience. However, we leverage automated measures using industry standards and tools at all levels of the service stack and work continuously to optimize overall performance.

How do you ensure desired performance?

Ensuring performance is a process that we execute every day; in its simplest form we plan, run and optimize. First, we work on service sizing based on your use cases taking into consideration the number of users or assets, integrations, customizations, and data including size and structure. We also monitor the full-service stack to ensure that your PTC application or platform is running properly in addition to database and network monitoring within our service boundary. For overall service performance, we can help you address your current network and can provide a Cloud Harmony assessment in order to avoid issues due to internal networking issues. If a more detailed assessment is required, we can support you in running a complete WAN characterization addressing latency, pack loss and bandwidth.

5 Support - What options will I have for support?

It's important to have a support team you trust working in the background but also to have a key point of contact for quick resolution to avoid unnecessary downtime to keep your team running.

How does the support process work?

If a support issue should arise, we will work diligently to get the issue to resolution. How our support process works: First, if you encounter any issues with your solution, a case should be opened with our PTC Cloud Support team. Cases can be raised via our customer web portal at <https://support.ptc.com>. Once a case is submitted, a case number will be assigned, and it will be routed to the appropriate support team for investigation. Depending on the business impact of the issue, each case will be assigned a severity; each severity has target response and resolution times as defined in our Service Description Document. Within the PTC eSupport Portal, you can view support materials and product guides, submit an incident request or a service request, track case activity and history, as well as escalate cases if needed. As a PTC customer you have access to this content at any time and have one number to call for any issue whether with the infrastructure, the application, etc.

Who will address my issues?

We have a highly skilled 24 x 7 Global Support Team to address all service impacting incidents affecting you. Our goal is simple; identify and resolve issues in a quick manner to minimize impact to normal business operations.

I'm moving from on-premise to the PTC Cloud, does my support change?

By making the move to the PTC Cloud you will gain access to a new level of support for your entire solution. We leverage the expertise and skills from our highly regarded Support Service and Research and Development team to expand support by bringing additional expertise and capabilities specific to the managed solution (infrastructure, performance, integrations, etc.). By moving to the PTC Cloud, you get the best of both support worlds in PTC, through a seamless collaboration between teams to ensure your solutions are always covered.

GET STARTED TODAY

We have more than 18 years of experience helping clients just like you realize the full value of their PTC solution investment by placing hosting and application management in the hands of the experts. Our professionals continually optimize your application's environment and availability with proactive monitoring, performance tuning, and speedy issue resolution. Now you can stay focused on outperforming the competition with the confidence that we have your solutions running securely at peak performance.

We hope we've addressed your top questions, but should you have any additional questions or concerns, you can contact a [PTC Cloud Expert](#) or visit ptc.com/services/cloud.