

# YOUR GUIDE TO PTC SUBSCRIPTIONS

Getting familiar with  
PTC terminology



# SUBSCRIPTION OVERVIEW

## The Flexibility and Ease of Subscription Licensing

A subscription is an easy way to access PTC software and provides a lot of great benefits for the users of all our product families.

However, there are some procedures as well as distinct terminology connected to this concept which many people – and specifically new subscribers – may not be familiar with yet.

Also, this terminology may differ from company to company.

In order to make your life as a valued PTC subscriber as effortless as possible, we have created this eBook. It's your reference document to our subscription-related terminology, and also gives you pointers to other useful resources.

## YOUR RENEWAL ADVISOR

While we try to make it easy for you and offer you a series of self-serve resources like this eBook, you may still prefer talking to a real person. Our Renewal Advisors are your local resource: They are looking forward to talking to you about every aspect of your subscription, contract details and to help you navigate the renewal process.

Talk to your [Renewal Advisor](#) today!



## WHAT IS A SUBSCRIPTION

Subscription is a way to access PTC software licenses in a pay-as-you-go model rather than access by one large upfront cost. When you subscribe to PTC software, you will also get:

- > New releases, ongoing maintenance, and security updates to keep you up and running
- > Ability to change capabilities so that you can access the software you need, when you need it
- > eLearning content to access training on demand and improve your skills at your own pace
- > Assisted support with remote desktop diagnostics from certified and multi-language support engineers, and eSupport
- > Smart connected and proactive support to pinpoint problems sooner, see trends, and operate more efficiently

\* Benefits may vary by product family; your Renewal Advisor will provide details

## THE BENEFITS OF A SUBSCRIPTION

- > Faster Innovation Cycles: New products and enhancements released in shorter cycles
- > Shared Commitment to Success: Proactive support, eLearning, and services ensure success
- > Flexibility and Lower Upfront Costs: Scale up or change capabilities to meet your business needs
- > Cloud Deployment Options: Optional cloud deployment to lower IT-related costs

# LICENSING & PACKAGING

All PTC products are offered as subscriptions. This is our premier licensing model going forward.

However, some customers are holding perpetual licenses and they can continue to renew those before their expiration date, if they wish.

For seats not active on support, we are offering attractive subscription conversion packages. Please reach out to [learn more!](#)

## SUCCESS PLANS

A PTC Success Plan is a strategically packaged set of services, resources, and guidance designed to maximize the value of your software investments. Get value out of your PTC experience with access to the training, subject-matter experts, and innovative services to reach business outcomes and drive greater results.

[PTC's award-winning](#) Success Management team will ensure you take the right step at the right time to realize maximum value from your subscription.

## TSAM

The Technical Support Account Manager (TSAM) is an optional support service in which PTC provides a dedicated resource to act as an extension of your support team, ensuring consistent management and prioritization of critical support issues and requirements.





## IT'S ALL IN THE MIX

Your business needs change and with this, your subscription can be updated annually to meet your business objectives.

> **Renew**

Extension of an existing contract. Renewal terms can be 1 to 4 years in length. Longer terms do have a few benefits. For example, you will reduce the administrative burden of managing your licenses and reduce the risk of service interruptions. On the financial side, you can lock in your rate and protect yourself from annual price increases.

> **Remix**

The ability to change products within a product family on a dollar per dollar basis. This ensures your organization is always using the right configuration of PTC technology.

> **Reconfigure**

Addition or removal of products or licenses (quantities) on your contract.

Your Renewal Advisor will be happy to discuss your needs and guide you accordingly! [Contact us](#) now!

# TIMING MATTERS

Usually, a subscription term is 2-4 years. Renewal terms can be up to 4 years in length.

## > Automatic Renewals

Most contracts have auto renewal language present and renew automatically 45 days prior to the expiry date. You will receive automated emails from us to remind you of upcoming deadlines.

## > PO Submissions

The majority of customers have policies in place that require them to issue a PO. Please confirm your company's policies with your Renewal Advisor to obtain a PO on time and ensure a smooth renewal. We have a [datasheet with some recommendations](#) for issuing a PO.

## > Licensing Duration

In order to ensure continuity of licensing, an on-time renewal is important so you can retrieve your new license from your web profile on [ptc.com](#). Many of PTC's on-premise licenses are time-sensitive and require a new license file once a term has been extended. Ensure you reach out to License Management in time. Note that once a subscription is expired, you need to purchase a new license and will lose your existing terms and pricing.

## > Cloud Deployment

If your license is cloud-hosted, expiry of your contract results in deconstruction of the environment and – potentially - loss of data. In order to maintain access to data, on-time renewal is critical. Your Renewal Advisor will be able to guide you through the process with sufficient lead time.

## Cancellations

We hope that you will be utilizing the full value of your subscription for a long time, but if you do have to cancel - for whatever reason - you have the flexibility to do so.

- > Please confirm your cancellation term with your Renewal Advisor or PTC partner. All cancellations must be done in writing.

Cancellation policies vary by products, offering, and the terms and conditions of your specific contract. For more information on the topic, [refer to this page](#) or [consult your Renewal Advisor](#).





# RENEWALS TOOLKIT



## THE FINE PRINT

Let's be honest – nobody wants to deal with rules and restrictions, but they are necessary in business.

We want to be open and honest about our **policies** and encourage you to reach out if anything is unclear. PTC hosts the latest versions of their [policies and guidelines on our website](#) which is regularly updated.

## LEGAL AGREEMENTS

The agreements and other documents on this site, when referenced in your quote from PTC or a PTC authorized reseller, form the basis of your contract with PTC.

- > [PTC Cloud/SaaS Terms and Related Documents](#)
- > [PTC On-Premise License Agreement and Related Documents](#)
- > [Support Documents and Success Plans](#)
- > [Schedule of Third Party Terms](#)

## COMPLETING YOUR RENEWAL

### RENEWAL SALES PROPOSAL (“QUOTE”)

As most of our contract are auto-renewal, you will not automatically receive a quote. If you need one to support your internal business process, you may request it from your Renewal Advisor.

### ESTIMATE

Price increases occur and you will receive an estimate for your upcoming renewal term in your email notification if buying directly from PTC. If you are working with a PTC partner, you will obtain this information from the partner.

## POINT PERSON

Do you have the right point person named in your contract? If staffing changes on your end, let us know so our notifications are being received by the right person and in time!







We hope this eBook is useful for you. We look forward to getting your feedback and would love to hear from you with any questions or comments.

## CONTACT US

Our Renewal Advisors are here to help you get the most value from your PTC subscription. Please don't hesitate to contact us with any questions around your contract, renewal or additional needs. Fill out this [form](#) and we will call you back!

## GIVE FEEDBACK

Is this information helpful for you? Do you have any feedback on your engagement with your Renewal Advisor? We would like to [hear](#) from you!