



# Creo+ SaaS Offerings Service Description

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*Effective starting: May 8, 2023*

Your use of PTC's Creo+ SaaS offering is 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.

## Introduction

Creo+ is one of PTC's computer aided design offerings. Creo+ allows administrators to control user access to Creo+, streamline the management of entitlements, and deploy and update Creo+ locally across Customer's entire organization. Creo+ also includes a collaboration service intended to enable Creo+ users to work together in real-time during the product development process in order to design more efficiently. For the sake of clarity, the underlying tool is installed locally on Customer's environment, whereas the functionality to manage the tool (e.g., User and Group Management, Entitlement Assignment) and the collaboration functionality are provided by PTC in a SaaS mode. The offering is described further below.

## Offering Basis

Creo+ may be purchased on either a Registered User basis or on a Concurrent User basis. In addition, optional extensions may be purchased on either a Registered User basis or on a Concurrent User basis. “Concurrent User” (also sometimes referred to as “floating”) means that each user entitlement may be used by one individual person at any given time. “Registered User” (also sometimes referred to as “named user”) has the meaning defined in the Agreement.

Notwithstanding the foregoing, the Creo+ Design Advanced Shared 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).

## 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).

## Data Export Formats

For authorized data exports, the data export formats supported by Creo+ will be the same export formats used in on-premise versions of Creo software.

## 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.

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.