



REMIX - CONFIGURE YOUR INSTALLATION TO YOUR NEEDS



One great benefit of being a subscriber to a PTC product, is the ability to remix. With a remix you can annually adjust your installation to your needs and maximize your software’s ROI. It allows you to trade in some or all of your subscriptions for different products within the same product family with the benefit of upgrading to new bundles and preserving your discount!

» FLEXIBILITY FOR SUBSCRIBERS

The right to do an annual remix is one of the core benefits of a PTC subscription. This means you can change products within a product family on a dollar per dollar basis. By remixing, you ensure your organization is always using the right configuration of PTC technology.

BENEFITS OF REMIX

- > Adjust your software licenses to your business needs
- > As your team evolves, ensure you have the most relevant modules and licenses in place to serve your new as well as your advanced users
- > Secure ROI on your software investment and avoid “shelfware”

» 5 THINGS YOU NEED TO KNOW ABOUT REMIX

ASSESSMENT & CALCULATION

Do you have any licenses you think you should swap? [Your Renewal Advisor](#) at PTC or at your PTC partner will work with you to assess your situation and provide a template listing your licenses.

ELIGIBILITY

A remix is only possible on a dollar per dollar basis within your product family and only packages that were available at time of purchase are eligible for remix. Note that there are a few products excluded from remix and your Renewal Advisor can update you on the current terms and conditions.

TIMING

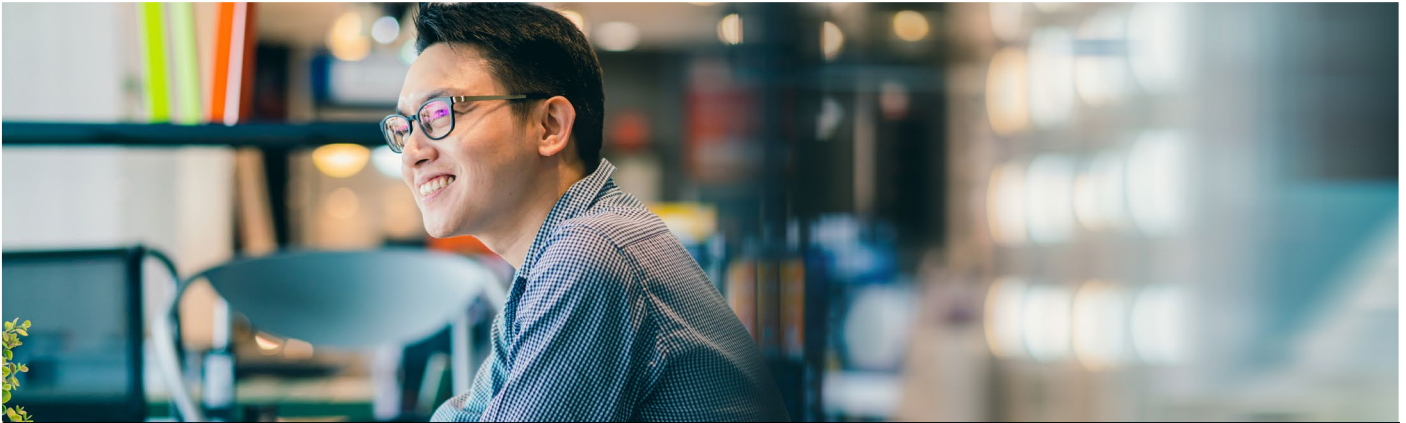
Let your Renewal Advisor know about your need for remix as soon as you can. You can have this conversation at any time during your term but note that the window for initiating your remix closes 60 days prior to your anniversary date.

MULTI-YEAR CONTRACTS & REMIX

Note that a multi-year contract with PTC does not negatively impact your flexibility! A multi-year contract locks in your price and helps you save money, but you still have the full ability to remix every year.

YOUR RENEWAL ADVISOR

Reach out to your Renewal Advisor with any questions. If you don’t know who your Advisor is, you can reach out via this [contact form](#) and the responsible rep for your region will call you back.



HOW TO REMIX



Although you may submit your remix request through your Renewal Advisor or sales rep, doing it online via your PTC account may even be more convenient! Under the “My Services” menu you simply click “Subscription Renewal Inquiry,” select “Remix” and then you will receive a confirmation that the request was sent.

Your Renewal Advisor will then reach out to you and take you through this process step by step. This includes issuing a new quote, updating your contact and license information as necessary and terminating the old licenses.

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.

» THE 5 STEPS TOWARDS REMIX

- 1 Request your remix at least 60 days prior to your anniversary date, and work with your Renewal Advisor to identify the subscription numbers you desire to remix.
- 2 Your Renewal Advisor generates the remix form including your product family allocations (expect 1- 2 business days)
- 3 Collaborate with your Renewal Advisor to set your updated subscription
- 4 Confirm and submit
- 5 New licenses issued

Note: If a remix cannot be processed prior to invoicing, your previous configuration will be reflected on the invoice. PTC will not reissue the invoice but send a remix document as an amendment.

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