



FlexPLM SaaS Service Description

Effective starting: January 3, 2023

Your use of PTC's FlexPLM 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

This offering provides Customers with a SaaS Windchill FlexPLM environment. It includes the set of capabilities described below, and supports some levels of customization and integration with external systems such as ERP and CRM.

Allowable Configurations

The FlexPLM SaaS offerings support additional configuration, customization, and integration capabilities. In case of customizations and integrations, the Customer will be required to pay to PTC additional Extended SaaS Service (ESS) fees for deploying such customizations and integrations. Customer is responsible to provide PTC instructions on how to configure for single sign on (SSO) experience using the provided PingFederate service as the central authentication server (CAS). The [PTC SaaS Engagement Guide](#) identifies the configurations, customizations and integrations that are permitted. Configurations, customizations and integrations that are not identified in such document are not permitted.

Data Storage Entitlements

Vault Content Data Storage: Customer is required to purchase a sufficient amount of vault storage space to cover all instances (i.e., production and non-production instances).

Database Storage: The service includes an allocation of database storage per User up to 2GB per internal user and up to 1GB per external user, 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.

Version Support

The Service will include installation of new releases and update releases that PTC elects to apply to the Service. Customer will be responsible for updating customizations and/or integrations in order to ensure compatibility with the new release/update release.

PTC reserves the right to keep the Customer in a supported software release across the entire platform, and PTC reserves the right to install updates and perform general maintenance on the platform. Where Customer is not on a currently-released version of the software, PTC may terminate the Service or may impose additional fees (up to 30% of the annual contracted value on a per month basis) for each month of Services delivered by PTC.

For managed services customers, Customer is required to have a current and valid GOLDplus or higher support contract. Managed services support shall only apply if and for so long as Customer's underlying licenses of the software are current on PTC Support.

Extended SaaS Support Services

Extended SaaS Support Services may be purchased for customizations that Customer desires PTC to host for Customer, pursuant to the terms set forth on **Exhibit A**.

Data Export

Once the Service End Date is known, Customer can request up to two data exports: (1) prior to Service End Date an export for purposes of testing the input of that data into Customer's new system, and (2) final export at Service End Date. The Customer shall

coordinate such requests with PTC. The data export includes the information required to redeploy the as-is software configuration in another environment. The file format(s) that are available for each offering are as set forth in the offering-specific sections below.

Other than as set forth above, export and snapshot of Data (e.g., for Customer's long-term retention needs) are not offered as part of the standard PTC offering. Customer may, however, contract with PTC for additional non-standard data export for additional fees.

PTC will retain Customer's Data for approximately 30 days following the last extraction after which time it will be destroyed. One copy of archived data can be provided during this 30-day period upon customer request.

For authorized data exports, the data export formats will include applicable items from the following: Database schema export, Directory LDIF export or similar user list 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 [Trust Center](#).

Information about data that is collected as part of the Service is located at www.ptc.com/en/documents/policies.

PTC FlexPLM 3D Collaboration

Offering Basis

- Windchill FlexPLM SaaS is contracted on a Monthly Active User basis.
- There are defined types of profiles that may be purchased: FlexPLM SaaS User, FlexPLM SaaS External User. Each profile grants the assigned user access only to the functionality entitled by that profile. Customers are required to allocate or confirm Authorized Users to license profiles within the Windchill FlexPLM 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.
- The FlexPLM SaaS External User (also known as "Supplier") may be assigned only to Users who are vendors, third parties and others external to the Customer and its affiliates ("External Users"). External User licenses may be reassigned to another External User at no additional license fee, except that an External User license may not be used by more than one External User during any calendar month.
- FlexPLM SaaS Users and FlexPLM SaaS External Users also receive entitlements to use certain role-based ThingWorx-based applications. These applications may only be used for the following purposes:
 - to execute applications to view, print, create, and/or update information from solutions sold by PTC and delivered through the components bundled with the role-based applications.
 - to leverage the included ThingWorx application only for the sole purposes of accessing FlexPLM data as applicable to the role-based applications and configuring details required for the role-based applications.
- In some cases, it may be necessary for PTC to install and run certain Windchill compatible third-party software so the Service can process third party data. In such cases, for PTC to install and run such third-party software for Customer, it must be specifically agreed in the Quote and the Customer will be required to secure licenses and authorization for PTC to host such third-party software.

- PTC is not obligated to host for Customer any customization or custom applications unless specifically agreed in the Quote that PTC will host the same as ESS. A “Third-party Integration” is a custom developed integration that communicates with a PTC application. PTC is not responsible for connectivity issues or downtime related to the integration of any non-PTC Hosted applications.
- Setup and implementation of Single-sign-On (SSO) services are not included unless specifically purchased via an available PTC offering or otherwise agreed in writing.
- FlexPLM is built on Windchill. Access and use of the underlying Windchill capabilities that are not in support of FlexPLM data is excluded from entitlements of the FlexPLM SaaS User and FlexPLM SaaS External User license.
- Windchill reporting capabilities requiring the use of Cognos (including Windchill out of the box reports) are not included in the standard FlexPLM SaaS offering. Customers intending to use this capability will be required to separately purchase such reporting functionality.
- The PTC SaaS Engagement Guide located at www.ptc.com/en/support/cloud-engagement-guide identifies the configurations, customizations and integrations that are permitted. Configurations, customizations and integrations that are not identified in such document are not permitted.

Allowable Fee-based Add-ons

In addition to the allowable configuration terms defined for Windchill PLM SaaS, the following applies for Windchill FlexPLM SaaS:

Category	Capability
Customizations, Integrations and offering extensions (additional fees apply)	Separate fees are required for allowing customizations beyond supported configurations in a production environment. PTC does not develop or maintain customizations or integrations on behalf of Customer unless purchased separately. See terms for ESS (Extended SaaS Services) for more information.
	Customers are responsible to document and provide PTC with a validated code package that can be used to apply customizations and integrations on the secured production environment.
	The following add-on options are applicable to Windchill FlexPLM SaaS. <ul style="list-style-type: none"> · Additional storage · Adobe Integration Adapter and Adobe Illustrator Design Integration · Additional PTC hosted locations for Remote File Vaults (Replicas) · Additional non-Production environments of Windchill FlexPLM · Additional services for Infrastructure and Networking such as managed VPN connections, Encryption at Rest, sFTP Server, Vault storage capacity and IP Whitelisting. · 3D Browzwear Adapter & 3D Browzwear Plug-in · FlexPLM 3D Optimization Services · Thingworx Retail Connector (TRC) for system integrations to share data · Canvas and relevant add-ons · Management of existing application customizations and integrations (subject to restrictions described above). Does not include bug fixes or enhancements unless specified.

Retail IoT ADK

Introduction

This offering provides Customers with a SaaS Retail IoT ADK environment. It includes connectivity to a PTC SaaS Services Retail PLM service.

Solution Scope

Retail IoT ADK SaaS is available as an expansion to a PTC SaaS FlexPLM SaaS or Managed service. Retail IoT ADK SaaS Standard entitlement includes:

- Entitlement to Retail IoT ADK Base solution
- A single production instance and a single non-production instance
- Integration between a single Retail IoT ADK and a single PTC SaaS managed FlexPLM for each included environment.

Offering Basis

- Retail IOT ADK is contracted on a “Monthly Active User” basis.
- Every Retail IOT ADK User will also require a Windchill FlexPLM User license (either External SaaS or Registered User)
- It can be used to only connect to PTC’s FlexPLM product and other enterprise systems (e.g., Oracle ERP, SAP, CRM systems, etc.). It may not be used to access data from devices – which can include but is not limited to connected products, wearables, production machinery, and physical assets – and any edge servers or services that devices are connected to.
- It also may not be used to connect to manufacturing systems, processes, and/or operations belonging to the Customer’s internal production facilities or the Customer’s suppliers’ production facilities.

Adobe Integration Adapter and Adobe Illustrator Design Integration Introduction

This offering provides Customers with a connection from Adobe Illustrator application installed on a user’s desktop to FlexPLM Server via a locally installed Adobe Illustrator Design Integration. Data created in the Adobe Illustrator can then be published to the FlexPLM SaaS instance via the Adobe Integration Adapter.

Solution Scope

The Adobe Illustrator (AI) Adapter is available as an add-on package to FlexPLM SaaS that includes:

- Adobe Illustrator Design Integration Option (One license for every user of the Integration)
- A single Adobe Integration Adapter instance configured to integrate with the production instance of a FlexPLM SaaS instance subject to agreed SLAs and SLTs as described in the PTC Support Terms and Conditions.
- The Adobe Integration Adapter instance includes components such as Database, Web Server, Adobe Illustrator and monitoring software. Supported versions of Adobe Illustrator are noted in the support matrix for the applicable FlexPLM software version located at www.ptc.com/support/release-advisor.

Offering Basis

- The Adobe Integration Adapter is sold as each and only as an add-on to existing FlexPLM SaaS environments.
- The Adobe Illustrator Design Integration is a per user license required for each FlexPLM SaaS user that requires the integration
- Users of Adobe Illustrator Design Integration also have to be FlexPLM SaaS Users
- Customers are required to deploy and maintain (including upgrades) compatible version of Adobe Illustrator within their user environment per the support matrix located at www.ptc.com/support/release-advisor.
- PTC SaaS will perform quarterly audits of Customer usage and Customer will be required to purchase additional User licenses based on actual consumption.

3D Browzwear Adapter and 3D Browzwear Plug-in

Introduction

This offering provides Customers with a connection from their Browzwear applications (VStitcher or Lotta) via a locally installed 3D Browzwear Plug-in to communicate with the FlexPLM SaaS system. Data created in the Browzwear applications can then be stored in the FlexPLM system.

Solution Scope

The Browzwear 3D Server Adapter is available as an add-on package to FlexPLM SaaS that includes:

- 3D Browzwear Plug-in for Browzwear’s VStitcher or Lotta (one license for every user of the 3D Browzwear integration)
- A single 3D Browzwear Adapter enabled on the production instance of a SaaS FlexPLM system subject to agreed SLAs and SLTs as describe in the PTC Support Terms and Conditions.
- A Browzwear 3D Server Adapter on each additional non-Production instance of a SaaS FlexPLM system.
- Supported versions of Browzwear’s VStitcher and Lotta are noted in the support matrix for the applicable FlexPLM software version located at www.ptc.com/support/release-advisor.
- One additional Terabyte of data storage entitlement on the production instance of a SaaS FlexPLM system.

Offering Basis

- The 3D Browzwear Plugin is sold as each (per-user license) and only as an add-on to existing FlexPLM SaaS or Managed environments.
- Users of 3D Browzwear Plugin also have to be FlexPLM SaaS Users

- Customers are required to deploy and maintain (including upgrades) compatible version of Browzwear’s VStitcher or Lotta within their user environment per the support matrix located at www.ptc.com/support/release-advisor.
- PTC SaaS will perform quarterly audits of Customer usage and Customer will be required to purchase additional User licenses based on actual consumption.

ThingWorx Retail Connector (TRC)

Introduction

This offering provides Customers with a SaaS ThingWorx Retail Connector environment. It includes connectivity to a PTC SaaS Services Retail PLM service (SaaS or Managed) and supports integration with external on-premise and cloud systems such as ERP and CRM.

Solution Scope

TRC SaaS is available as a standard service package with required and 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 a PTC SaaS FlexPLM service.

TRC SaaS Standard entitlement includes:

- Entitlement to TRC Base solution
- A single production instance and a single non-production instance
- Integration between a single TRC and a single PTC SaaS managed FlexPLM for each included environment.
- High Speed storage allocation of 250 GB shared across any purchased environments
- Service Management engagement as described in the PTC Support Services Terms and Conditions and offered at the same level as entitled for PTC SaaS PLM
- The ThingWorx Retail Connector (SAS-2253-F) provides integration of FlexPLM to one (and only one) system of non-PTC software. No other use of ThingWorx is permitted. To connect to additional non-PTC systems, Customers will need to license the TRC Additional System Connection (SAS-2254-F) for each additional non-PTC system. There is no limit to the number of SAS-2254-F licenses that can be acquired once SAS-2253-F is licensed.

Offering Basis

- TRC SaaS is contracted on a yearly basis unless otherwise noted.
- There are two subscriptions required – a Base and a per-connection fee covering the PTC responsibilities for connections between TRC and third-party solutions or services.

Solution Service Model

Customers are required to adhere to PTC SaaS security policies and solution usage guidelines when defining TRC custom Apps.

PTC FlexPLM 3D Collaboration

Introduction

This offering provides customers with a SaaS integration to optimize 3D files of .GLB format and a 3D viewer to view those 3D files. This includes sharing of 3D files (.GLB format) with a 3rd Party Service to review, optimize, generate 2D visuals of the uploaded 3D file. Optimized 3D files (.GLB format) will be retrieved from the 3rd Party Service for storage, review and access in FlexPLM.

Solution Scope

PTC 3D Optimization SaaS is available as an optional service package with required and optional services that can be purchased separately. The solution includes software entitlement choices. It is sold as an expansion to a PTC SaaS FlexPLM service.

PTC 3D Optimization SaaS entitlement includes:

- Entitlement to PTC 3D Optimization SaaS Service
- Integration between PTC SaaS managed FlexPLM instance/s and 3rd Party 3D Optimization Service
- Administrator credentials and access to the 3rd Party 3D Optimization Service Dashboard

Offering Basis

- PTC 3D Optimization SaaS is contracted on a yearly basis unless otherwise noted.

Solution Service Model

- The PTC 3D Optimization SaaS is sold as each and only as an add-on to existing FlexPLM SaaS or Managed environments.
- There is a per user license required for each Windchill FlexPLM User when the PTC 3D Optimization SaaS add-on is enabled
- Content published from Browzwear will be required to use the 3D Plugin to trigger 3D Optimization.

PTC Canvas SaaS

Introduction

The PTC Canvas SaaS offering is available in three different service packages:

- **PTC Canvas – Core Capabilities:** This offering provides access to PTC's Canvas application. Canvas is a concept management and collaboration offering that allows retailers and brand owners to capture ideas, trends, and other product development information and share those ideas with internal and external users.
- **PTC Canvas – Trend Packs:** This offering provides access to trending imagery from social media platforms. The imagery is provided within Canvas and can be tailored to a retailer or brand owner's specific needs.
- **PTC Canvas – Advanced PLM Integration:** This offering provides the ability for Customers using Canvas to retrieve data from a connected FlexPLM environment and create data in FlexPLM using Canvas as the means to capture that data initially.

Offering Basis

- All PTC Canvas service packages specified above are sold on the basis of Monthly Active Users.
- Customers must purchase PTC Canvas Core Capabilities before adding other options
- Included storage for each PTC Canvas Core Capabilities service package is 2 GB of storage per user
- PTC Canvas – Trend Packs are packs of four Trend Streams. Trend Streams are streams that are customized to show imagery based on a category or topic defined by the Customer. For example, a Customer may want to see trending imagery for sports-related performance outerwear.
 - Customer must pay the per Trend Pack fee for each user leveraging any of the tailored Trend Streams within a Trend Pack in the applicable month. A single user accessing all 4 Trend Streams will be counted as 4 Trend Pack users.
 - PTC will work with a Customer to establish a tailored Trend Stream and then refine that Trend Stream over a three-month period. During this period, the Customer can provide feedback to PTC that enables PTC to adjust the image search mechanism so it can provide more relevant images. No adjustments to the tailored Trend Streams will be made after the end of the three-month period.
 - If Customer desires additional or different Trend Streams, additional Trend Packs would need to be purchased.
- PTC Canvas – Advanced PLM Integration users are sold on a per user basis and counted based on Monthly Active Users. Each customer must configure their Canvas settings to specify their FlexPLM environment details. Customers requiring assistance can work with their SaaS service managers for help via a service request.

Exhibit A Extended SaaS Support Services Terms

Introduction

The ESS Service provides for the deployment of a Customer's customizations and custom-developed integrations that communicate with the Service (collectively, "Customizations"). ESS does not include validation, modification, enhancement or repair of these Customizations.

Solution Scope

As part of ESS, PTC will provide:

- Application Customization installation
- verification that Customizations have installed

ESS does not provide for business use case verification or feature specific verification. Nor does it include troubleshooting or debugging of Customizations. PTC is not responsible for connectivity issues or downtime related to or caused by any Customizations.

Offering Basis

- ESS is contracted on a per Customization basis.
- PTC has the right to refuse any Customization. If PTC refuses a Customization, PTC will inform the Customer of the reason(s) to enable the Customer an opportunity to provide an updated release.
- It is important to note that the following items are not included as part of ESS:
 - Code changes required to resolve an issue or introduce new functionality
 - Customization changes following upgrades or maintenance releases or standard service enhancements
 - Data modifications
 - Customization development or consulting
 - Monitoring of Customizations
 - Services for Customizations not deployed within a PTC hosted application
- Upon Customer updating a Customization, PTC has the right to review the Customization to ensure it falls within the agreed scope of the existing Customization. If the Customization has expanded beyond the scope of the initial agreed upon baseline, PTC may require additional ESS fees to support the expanded scope.
- Upon upgrade of the PTC offering, Customer is responsible for upgrading any existing Customizations if there are any issues found during the upgrade process.

Solution Service Model

To utilize ESS, Customer is expected to provide the following components for each Customization.

- Source code
- Test plans, test cases and test results covering all use cases

PTC will analyze the documentation and source code for security and performance issues. PTC can refuse any Customization that is considered a risk in terms of performance, maintainability and sustainability of the solution, operation or security.