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LIVEXORX

A NEW ERA IN PRODUCT LIFECYCLE INNOVATION

SESSION ID: II1555PR

ACCELERATING TIME TO VALUE USING NEW THINGWORX CAPABILITIES FOR SERVICE

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ABSTRACT

New ThingWorx capabilities for Field Service teams enable improved time-to-value and lower the total cost of system ownership.

Learn how that new functionality simplifies deployment and maintenance while delivering lower costs and pathways to higher revenue

We are currently in field validation. SCPA is available to all customers through a VRD



Lora Estey



Product Manager SCP Solutions



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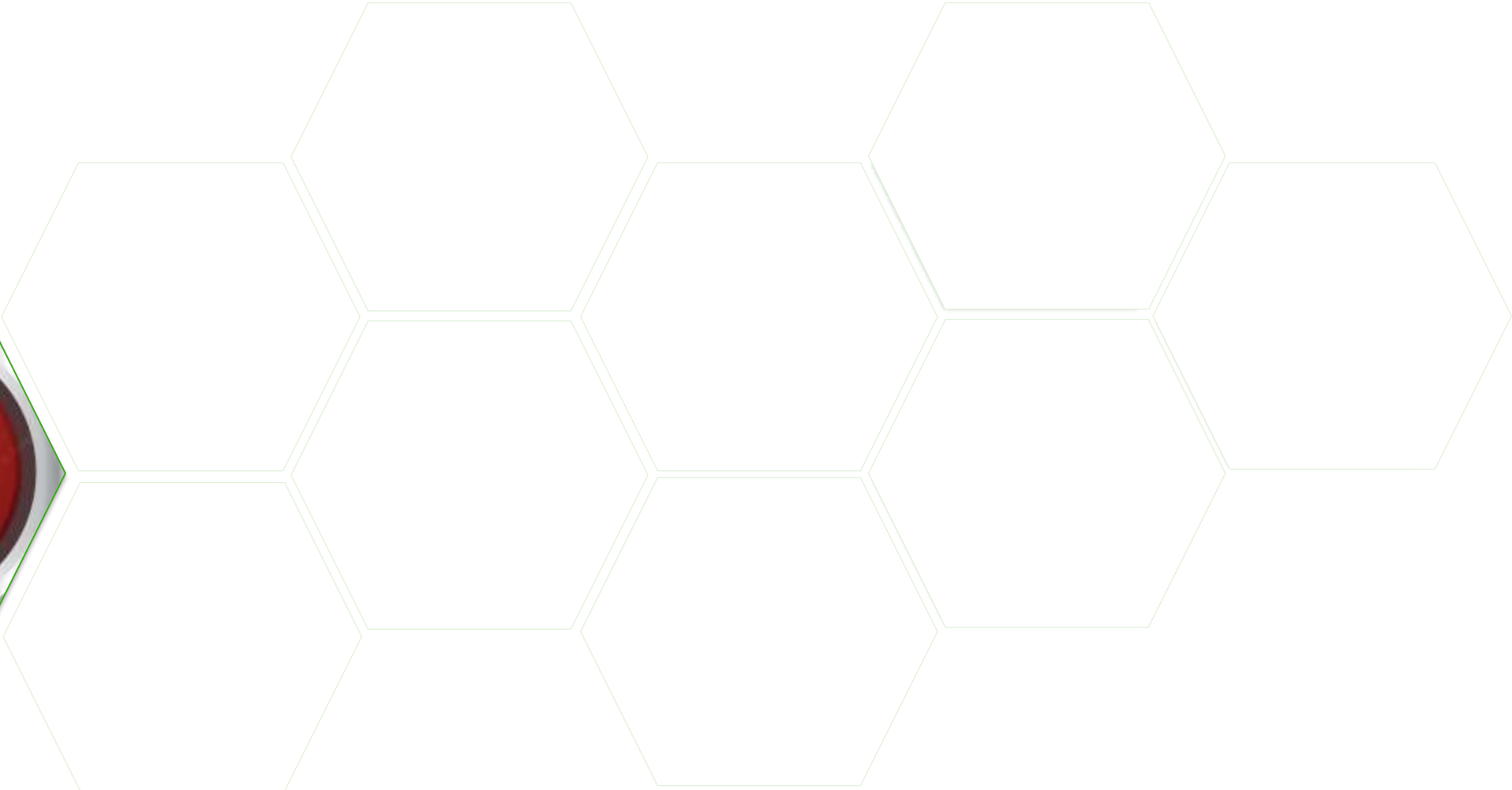
"There are risks and costs to a program of action, but they are far less than the long-range risks and costs of comfortable inaction."

John F. Kennedy

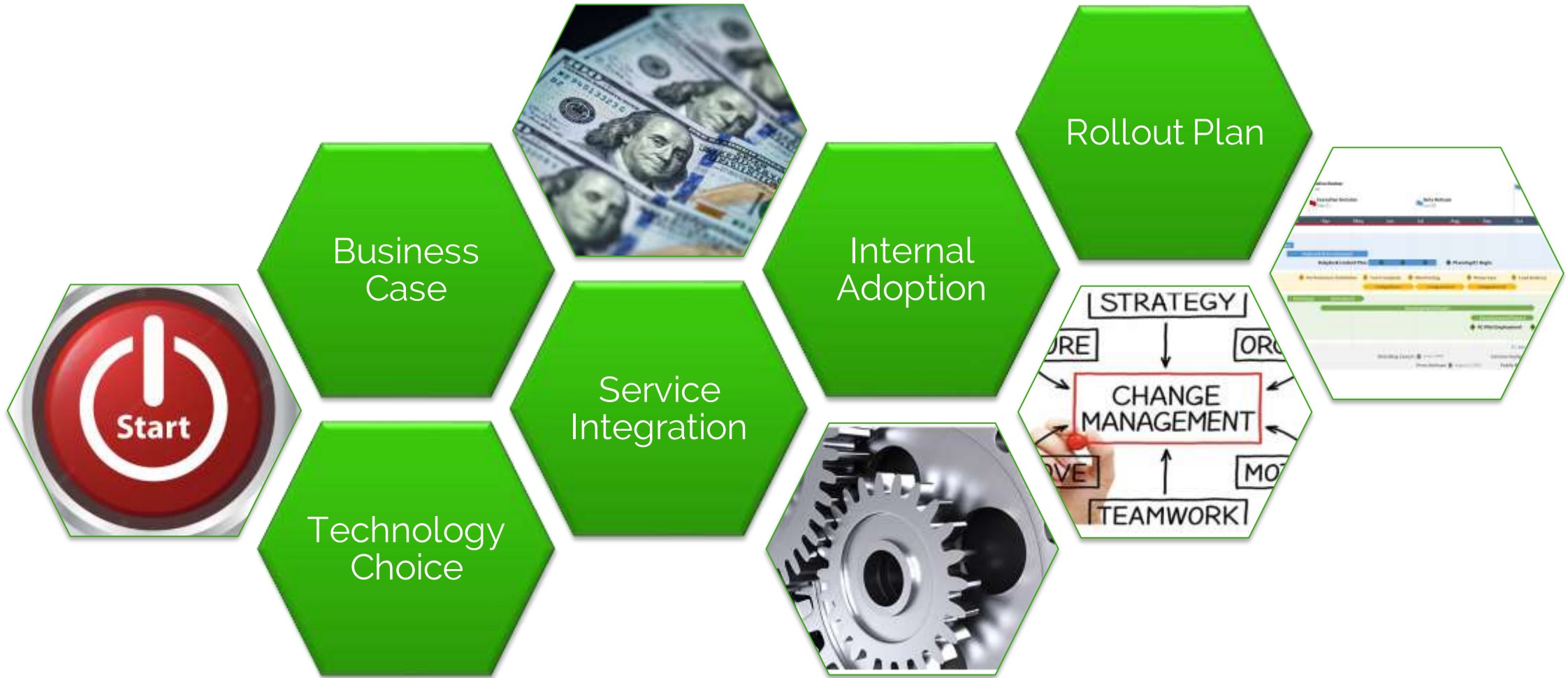
This is why implementing change is so difficult – it's comfortable to not change



A PLAN OF ACTION...



A PLAN OF ACTION...



“In preparing for battle, I have always found that plans are useless, but planning is indispensable”

Dwight D. Eisenhower

“No campaign plan survives contact with the enemy”

Carl von Clausewitz

“Perfection is the enemy of progress”

Winston Churchill

THE POINT...

Plan your change, but be prepared to adapt

Flexibility is the key to success



NEW CAPABILITIES FOR SERVICE OPTIMIZATION

BUSINESS CASE

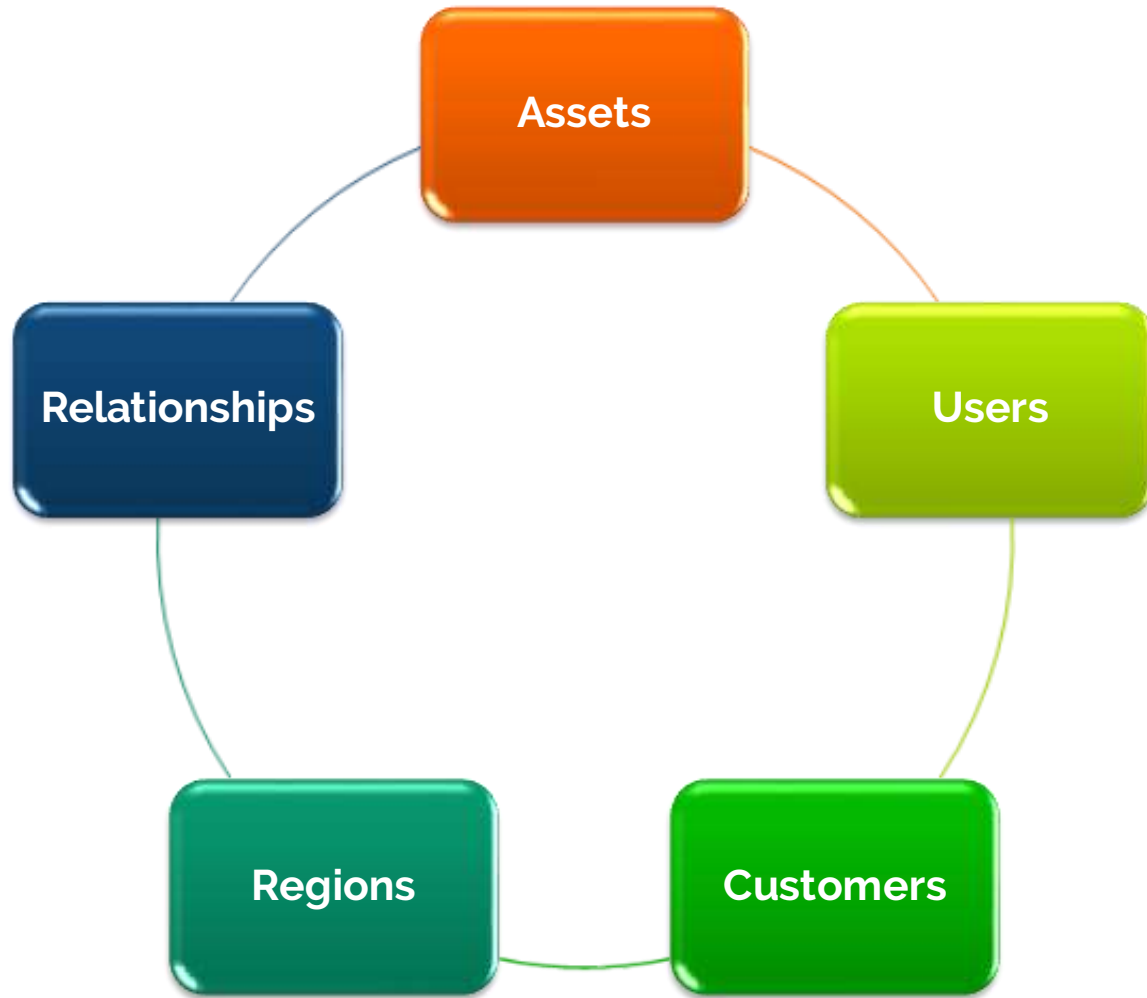
- **Premise** – IoT will have a positive impact on service operations
 - Reduced Dispatches & Mean Time to Resolution
 - Increased Customer Satisfaction, Revenue and Margin
- **Dependencies**
 - Integration into Service Operations
 - Expose Data & Information
 - Process Integration
 - Internal Use & Acceptance
 - External Acceptance
 - Hardware & Software Solution
 - Marketing
 - Return on Investment
 - $A f(x)$ – x = Number of Connected Assets
 - $A f(t)$ – Cost increases with duration of the rollout

MAJOR INTEGRATION AND ROLLOUT ACTIVITIES

- Create a Digital Representation of your Thing
- Connecting Things
- Adding Individual Things to the Database
- Adding & Managing Users to the system
- Creating your Service Business Configuration
- Adding Customers into the Database and organizing them
- Organizing Assets & Customers

TWX now provides a fully functioning interface to accelerate these tasks

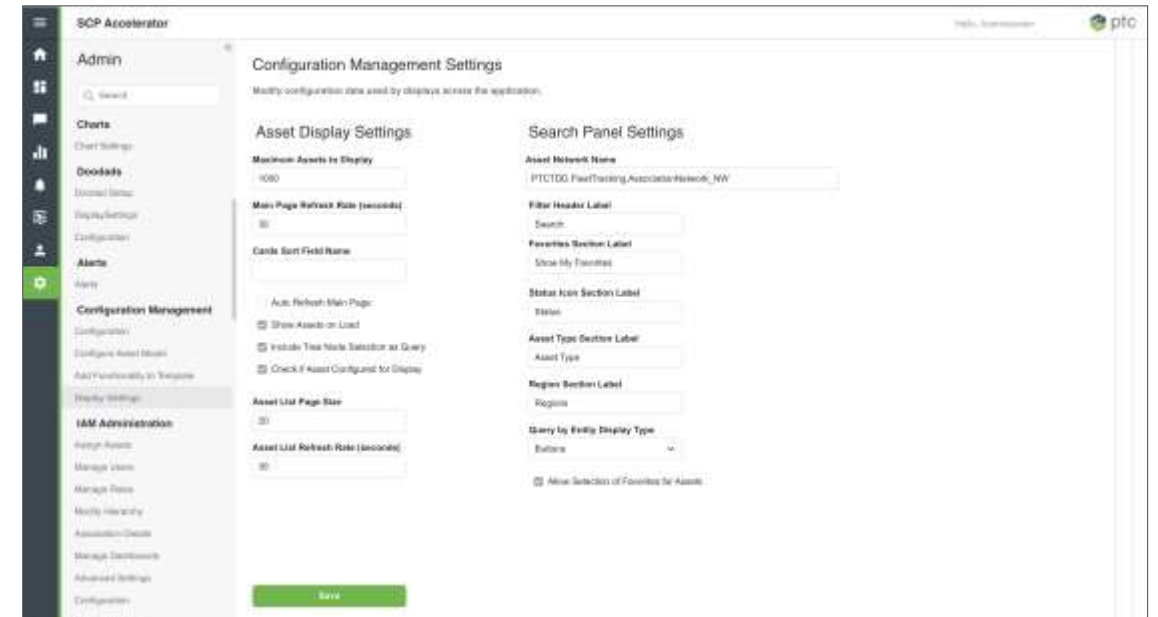
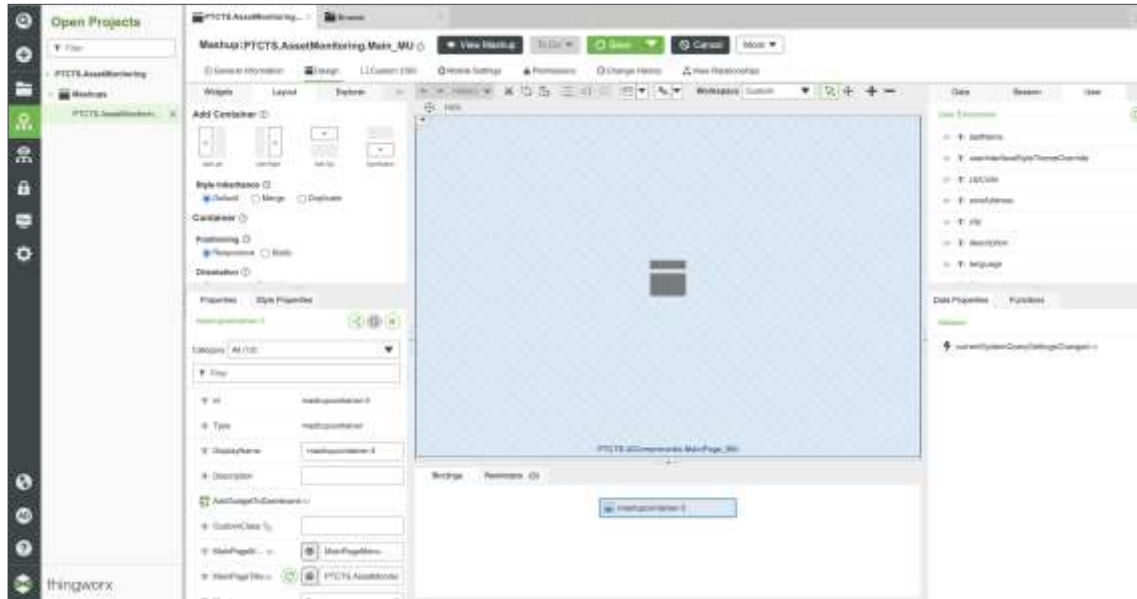
ORGANIZE, CREATE AND ALIGN



- Start with Asset Models
- Create & Connect Assets
- Add users to work with the assets
- Create customers (asset owners)
- Define Regions to organize assets
- Establish relationships:
 - Users – Regions
 - Users – Assets/Asset Classes
 - Customers – Assets
 - Assets - Regions

The order is somewhat flexible, but all the steps are necessary

IN A PLATFORM YOU START WITH DESIGN...



With solutions you *fast forward* to **CONFIGURATION**

KEY SERVICE USE CASES

- Where are the assets we support
 - Thing Template & Properties
 - Select which properties to display
 - Customize your menu options
 - Customize your display pins
- Organize Assets
- Create User Roles
- Create Users
- Assign Users to Roles & Regions
- Which Assets need attention
 - Properties we need to monitor
 - Properties that highlight issues
- Diagnose an issue
 - Historical data
 - RAC
 - Chalk
- Resolve an Issue
 - RAC
 - Chalk
 - SCM
- Customizations to the UI

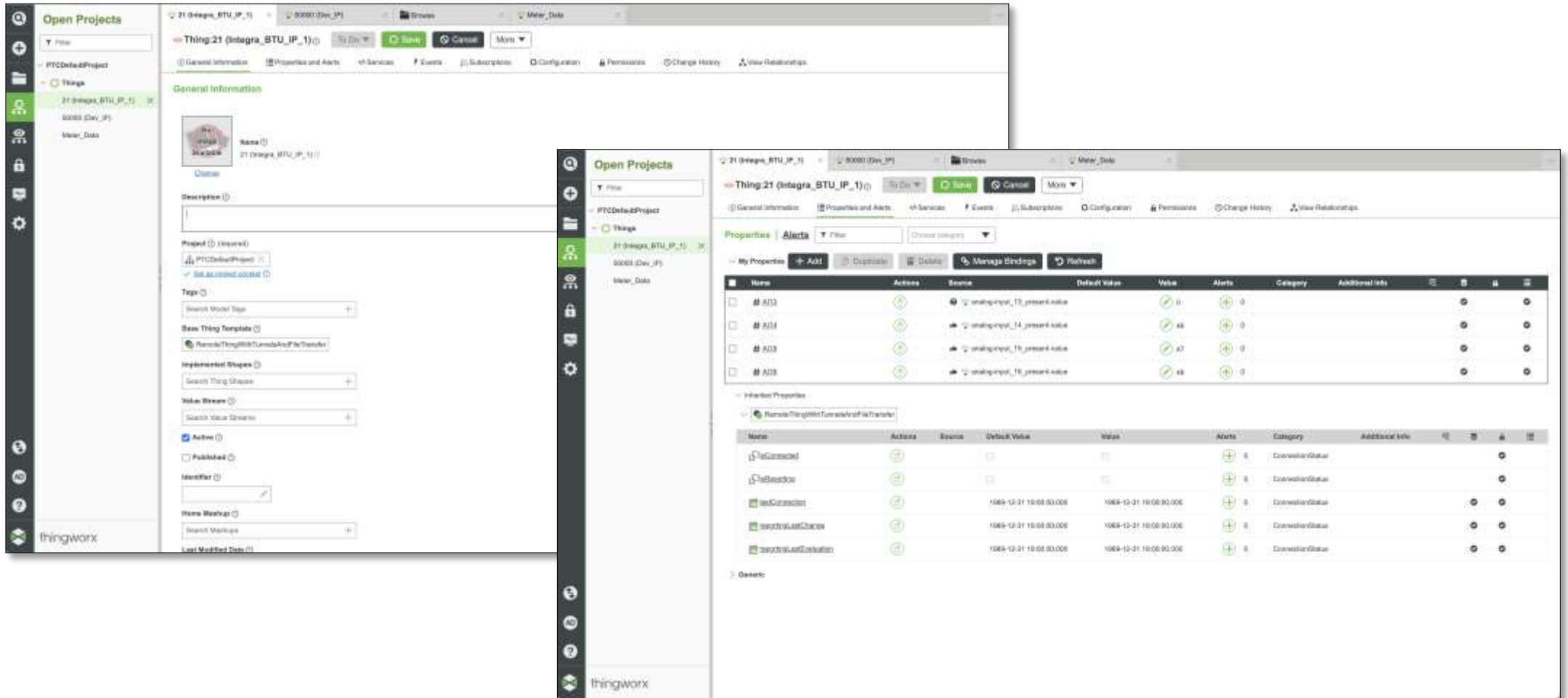


KEY USE CASE - WHERE IS MY STUFF?



Before we can see them here, we need to add them to the system

1A) CREATING A THING TEMPLATE (COMPOSER)



This is the only activity that requires access to Composer

1B) SELECTING A TEMPLATE & PROPERTIES (SCPA)

The screenshot displays the SCP Accelerator Admin interface. The left sidebar contains navigation menus for Admin, Configuration Management, IAM Administration, Machine Alarms, and Remote Access and Control. The main content area is titled "Asset Model Configuration" and includes a dropdown menu to "Select Thing Template to Add" with an "Add" button. Below this is a table titled "Asset Model Thing Template List" with one entry: "PTCTDD.SimulatorFleetTracking Base_TT". To the right, there are two tables: "Configured Thing Templates" and "Configured Thing Shapes", each listing various entity names. A "Delete" button is visible in the top right of the configuration area. On the far right, there is an "Additional Settings" section with a "Reset Asset Lists" button and a checkbox for "Thing Shapes have been added directly to Things".

Add a class of assets using a top-level Thing Template

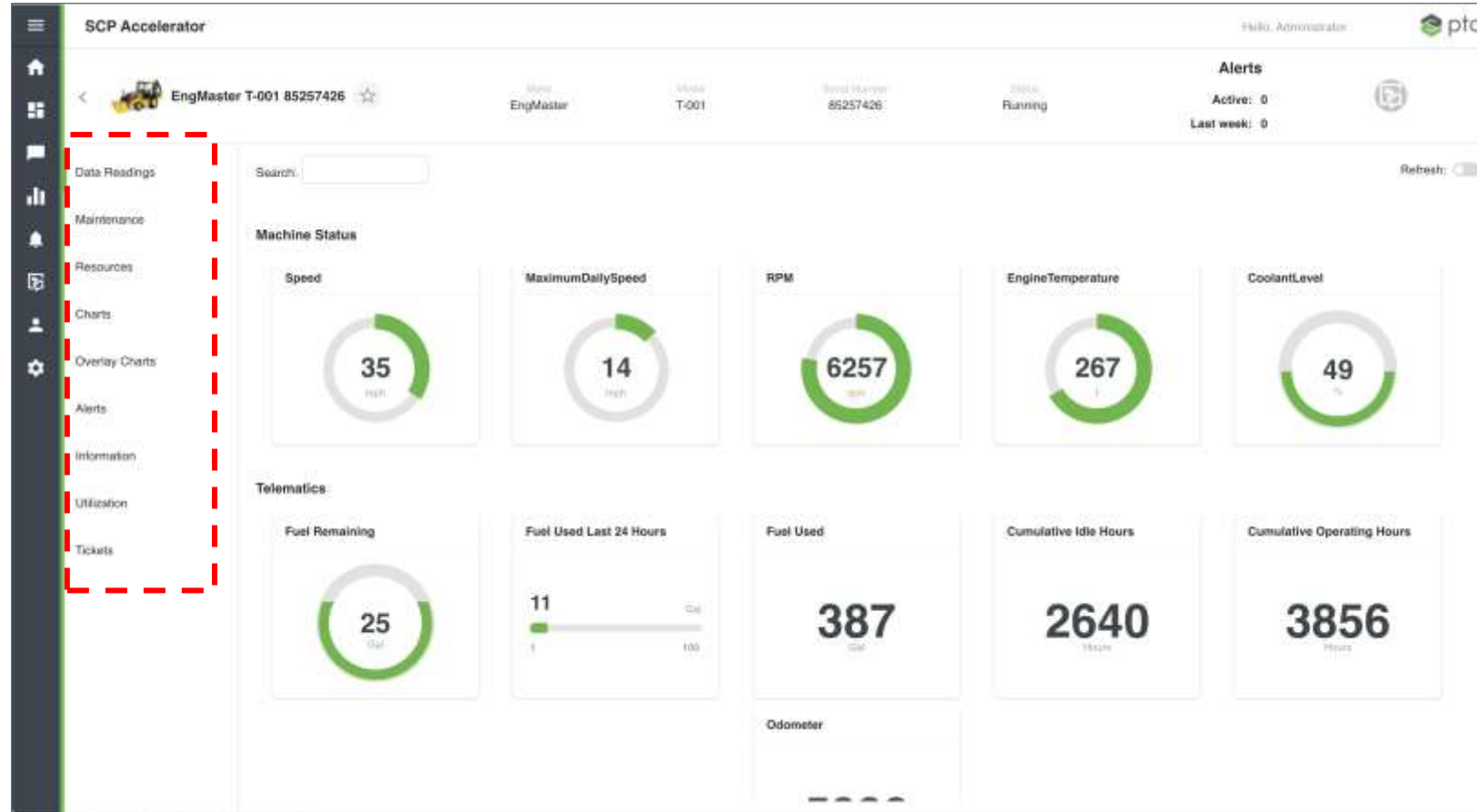
RESULT

The screenshot displays the SCP Accelerator web application interface. The top navigation bar includes the application name 'SCP Accelerator', the user 'Hiko, Administrator', and the PTC logo. A left sidebar contains navigation icons for home, dashboard, reports, alerts, and settings. The main content area is titled 'Monitor' and features a search bar and a filter menu. The filter menu includes sections for 'Status', 'Asset Type' (with sub-options for Tractor, Backhoe, Air Compressor, and Air Conditioner), and 'Regions'. Below the filter menu is a 'Fleet Tracking' link. The central part of the interface is a table listing 16 assets with columns for Name, Serial Number, Status, Make, and Model. At the bottom, there is a pagination control showing '106 results' and a 'Jump to page:' dropdown set to '1'.

NAME	SERIAL NUMBER	STATUS	MAKE	MODEL
POWERAIR AIR90 17371835	17371835	Running	POWERAIR	AIR90
EngMaster T-001 74349790	74349790	Running	EngMaster	T-001
EG POWER-H 47996014	47996014	Stalled	EG	POWER-G
EngMaster T-001 453089	453089	Running	EngMaster	T-001
POWERAIR AIR90 29099900	29099900	Running	POWERAIR	AIR90
POWERAIR AIR90 54075704	54075704	Running	POWERAIR	AIR90
EngMaster T-001 954120	954120	Running	EngMaster	T-001
RIVERCORE M-021 91130190	91130190	Stopped	RIVERCORE	M-021
EG POWER-H 76676898	76676898	Running	EG	POWER-H
RIVERCORE M-021 409004	409004	Running	RIVERCORE	M-021
POWERAIR AIR90 22944418	22944418	Stalled	POWERAIR	AIR90
POWERAIR AIR90 44845644	44845644	Running	POWERAIR	AIR90
EG POWER-H 83680044	83680044	Running	EG	POWER-H
EngMaster T-001 34756154	34756154	Running	EngMaster	T-002

At this point, we have a list of accessible assets

DISPLAY RESULTS (SCPA)



4) CUSTOMIZE YOUR DISPLAY PINS (SCPA)

SCP Accelerator

Admin

Search

Documents

Configuration

Charts

Chart Settings

Doodads

Doodad Setup

DisplaySettings

Configuration

Alerts

Alerts

Configuration Management

Configuration

Configure Asset Model

Add Functionality to Template

Display Settings

IAM Administration

Assign Assets

Manage Users

Manage Roles

Modify Hierarchy

Association Details

Manage Dashboards

Configuration Management Configuration

Modify configuration data used by Configuration Management.

Status Color Coding including Map Pins

Add Delete Edit Up Down

Specify color mapping for status value, used to color cards and map pins. DO NOT change the Color column as it is a lookup key for display. Simply modify the status column to map it to the preferred color.

Status	Color	Map Pin
Running	Green	
Stalled	Yellow	
Stopped	Red	
Maintenance	Blue	
Offline	DarkGrey	
	Purple	
	LightGrey	
	LightYellow	
	Pink	
	DarkGreen	
	Orange	
	LightGreen	
	Grey	



KEY USE CASE – ORGANIZE ASSETS

Your Customer

- Parent Company
 - Division or Child Organization
 - Geographic Region
 - Sub-region
 - Site Name

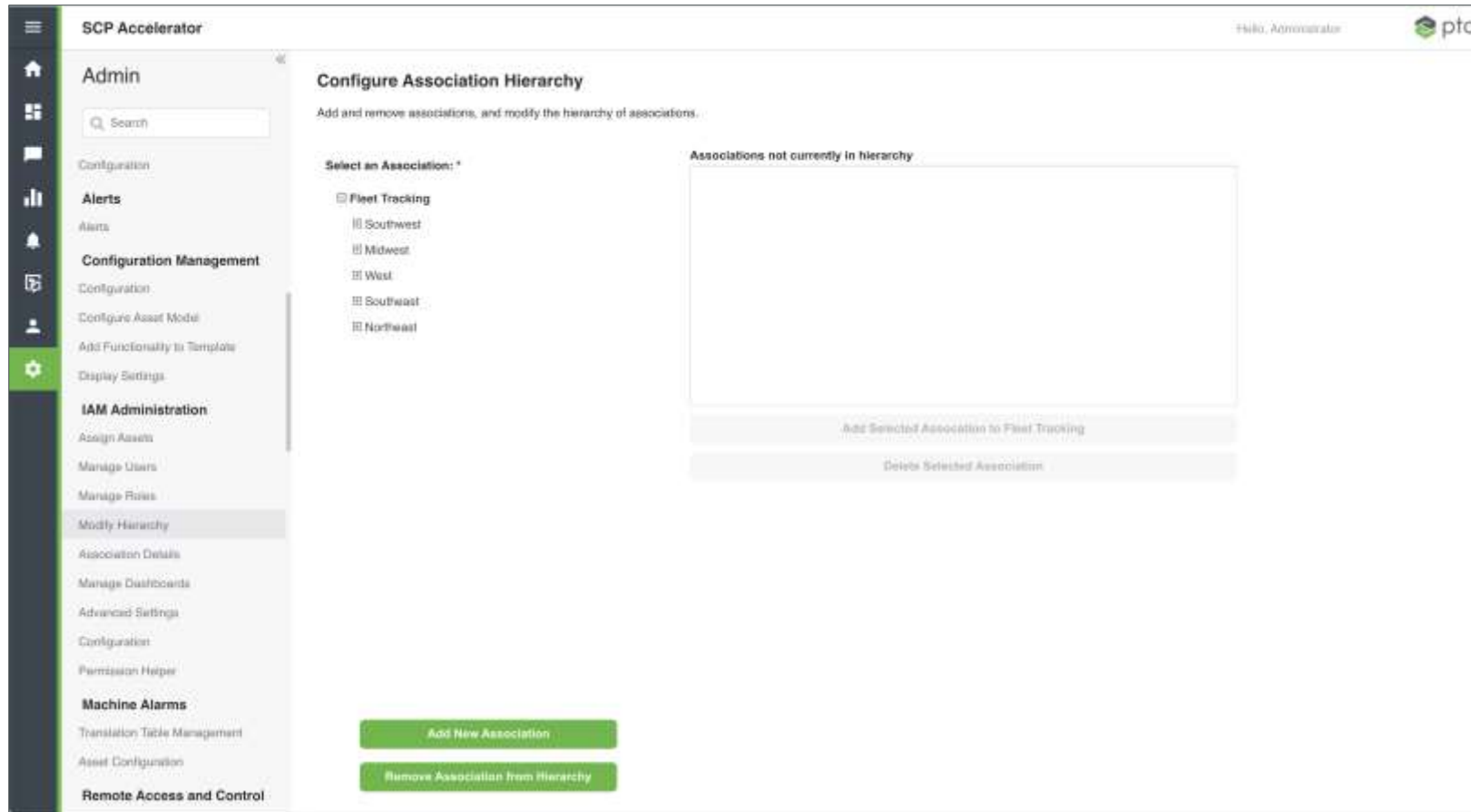
Your Service Organization

- Division
 - Geographic Region
 - Sub-Region
 - District
 - Office

This is often a matrix, where customer sites cross the service organization

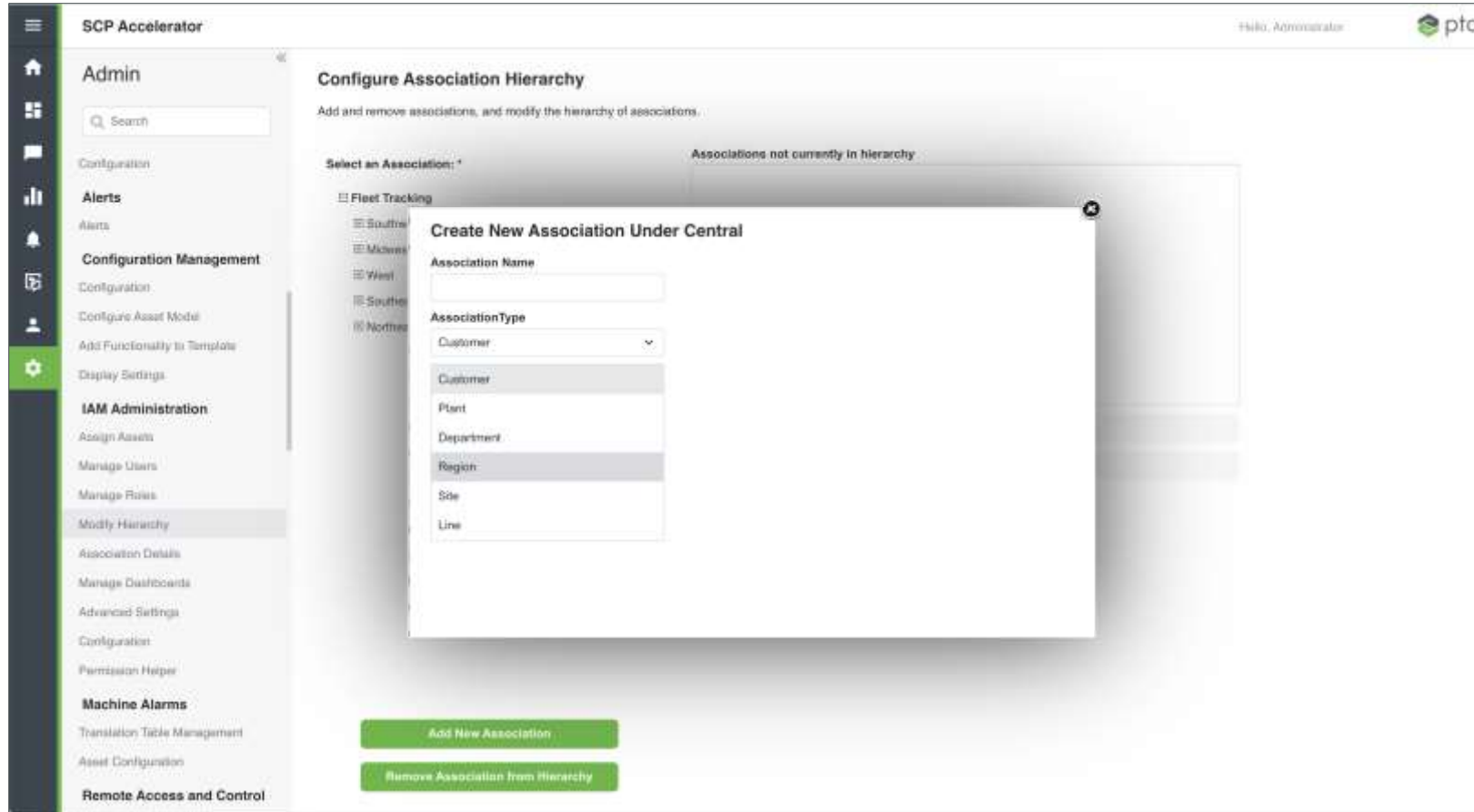
Now you accelerate to configure rather than design and build the network

ADDING A REGION



Example - we need to add a Central Region to the list

ADDING A REGION (CENTRAL)



Adding a Central Region to the list, we'll also add a sub-region

ADDING AN ASSET TO THE REGION

The screenshot displays the SCP Accelerator web interface. On the left is a navigation sidebar with sections: Admin, Alerts, Configuration Management, IAM Administration, and Machine Alarms. The main content area is titled 'Assign Assets to Associations' and includes a search bar and a list of associations. The 'Assets Not In Association' panel shows a list of assets including ACME_POWERAIR_AIR90_62156641.

SCP Accelerator | Hiko, Administrator | ptc

Assign Assets to Associations

Select which assets are included in each Association. Adding an asset to a lower level Association makes it visible by all parent Associations.

Select an Association: *

- Kalamazoo_DWTWN_RA516
- Chicago_South
 - Chicago_South_Division_RA8026
 - Countryside_RA392
- West
 - Las_Vegas_RA1200
 - San_Diego_RA1208
- Southeast
 - PanHandle
 - Gulport_MS_RA108
 - Panama_City_RA269
 - Pensacola_RA267
 - North_Atlanta
 - HRAM_GA_RA1035
 - Duluth_RA0004
 - Schero_LayDown_RA812
 - Atlanta_Key_Account_GRP_RA081
- Northeast
 - Boston_RA041
 - Manchester_RA044
- Central
 - Kansas

Add or Remove Assets from Association Kansas

Show Only Unassigned Assets

Assets Currently In Association

Power

Select All

- ACME_POWERAIR_AIR90_76748773

Assets Not In Association

power

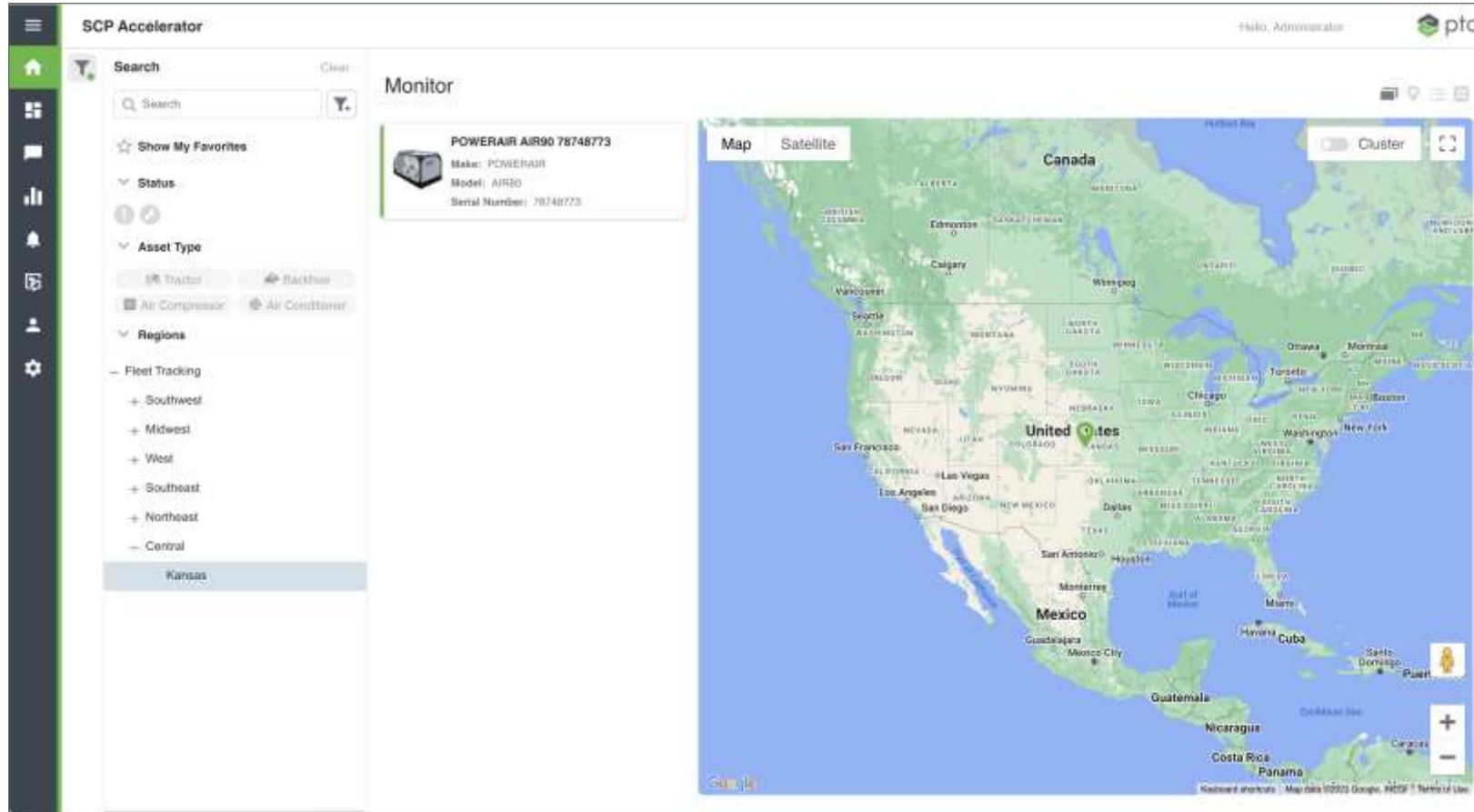
Select All

- ACME_EG_POWER-H_33220479
- ACME_EG_POWER-H_56168419
- ACME_POWERAIR_AIR90_36932135
- ACME_POWERAIR_AIR90_37353037
- ACME_POWERAIR_AIR90_62156641

Buttons: Add New Association, Remove Selected From Association, Add Selected To Association

We added Central & Kansas, now we can add an asset

UPDATED TREE AND FILTER



The Tree acts as a filter for the list/map

ASSETS ASSIGNED TO REGIONS

The screenshot displays the SCP Accelerator web interface. On the left is a navigation sidebar with icons for home, search, favorites, status, asset type, regions, and fleet tracking. The main content area is divided into two sections: a 'Monitor' list and a map.

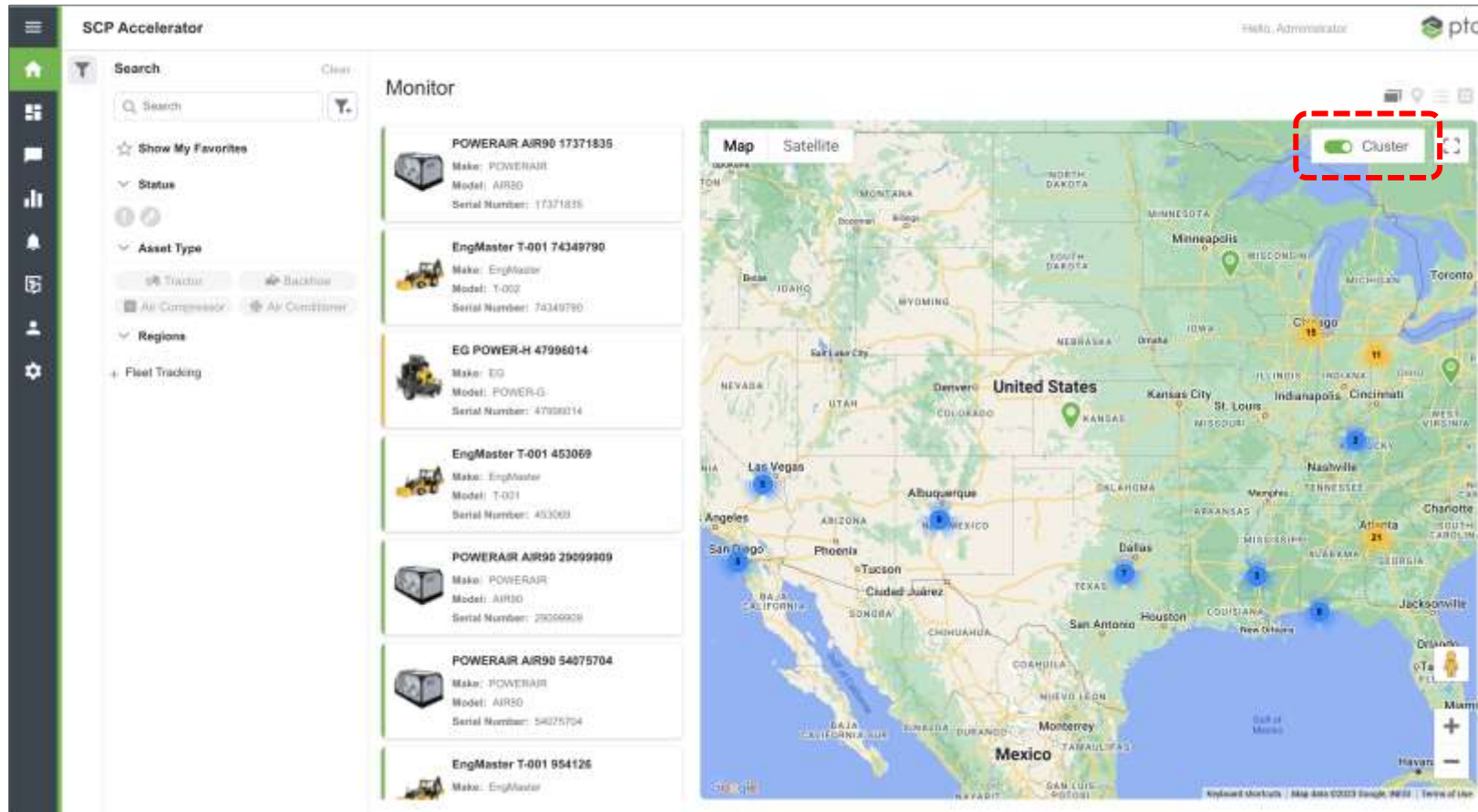
Monitor List:

- POWERAIR AIR90 17371835**
Make: POWERAIR
Model: AIR90
Serial Number: 17371835
- EngMaster T-001 74349790**
Make: EngMaster
Model: T-002
Serial Number: 74349790
- EG POWER-H 47906014**
Make: EG
Model: POWER-G
Serial Number: 47906014
- EngMaster T-001 453069**
Make: EngMaster
Model: T-001
Serial Number: 453069
- POWERAIR AIR90 29060909**
Make: POWERAIR
Model: AIR90
Serial Number: 29060909
- POWERAIR AIR90 54075704**
Make: POWERAIR
Model: AIR90
Serial Number: 54075704
- EngMaster T-001 954126**
Make: EngMaster

Map: A map of North America showing the United States, Canada, and Mexico. Numerous green location pins are scattered across the United States, representing the geographic distribution of the assets. The map includes controls for 'Map' and 'Satellite' views, a 'Cluster' toggle, and a zoom-in/out button.

At the top level we see all assets

TOO MANY ASSETS, GROUP THEM...



As the asset population grows, you can add summary pins

OR LIST THEM

The screenshot shows the SCP Accelerator interface. The main content area is titled 'Monitor' and displays a table of assets. The table has columns for NAME, SERIAL NUMBER, STATUS, MAKE, and MODEL. The assets listed include POWERAIR AIR90, EngMaster T-001, EG POWER-H, and RIVERCORE M-021. A red dashed box highlights the 'List' button in the top right corner of the table area, with an arrow pointing to it from a larger red dashed box containing a list icon.

NAME	SERIAL NUMBER	STATUS	MAKE	MODEL
POWERAIR AIR90 17371835	17371835	Running	POWERAIR	AIR90
EngMaster T-001 74349790	74349790	Running	EngMaster	T-001
EG POWER-H 47996014	47996014	Stalled	EG	POWER-G
EngMaster T-001 453089	453089	Running	EngMaster	T-001
POWERAIR AIR90 29099900	29099900	Running	POWERAIR	AIR90
POWERAIR AIR90 54075704	54075704	Running	POWERAIR	AIR90
EngMaster T-001 954120	954120	Running	EngMaster	T-001
RIVERCORE M-021 91130190	91130190	Stopped	RIVERCORE	M-021
EG POWER-H 76678898	76678898	Running	EG	POWER-H
RIVERCORE M-021 409004	409004	Running	RIVERCORE	M-021
POWERAIR AIR90 22944418	22944418	Stalled	POWERAIR	AIR90
POWERAIR AIR90 44845644	44845644	Running	POWERAIR	AIR90
EG POWER-H 83680044	83680044	Running	EG	POWER-H
EngMaster T-001 34758154	34758154	Running	EngMaster	T-002

106 results | 1 2 3 4 5 6 | Jump to page: 1

Support tends to leverage lists more than the map

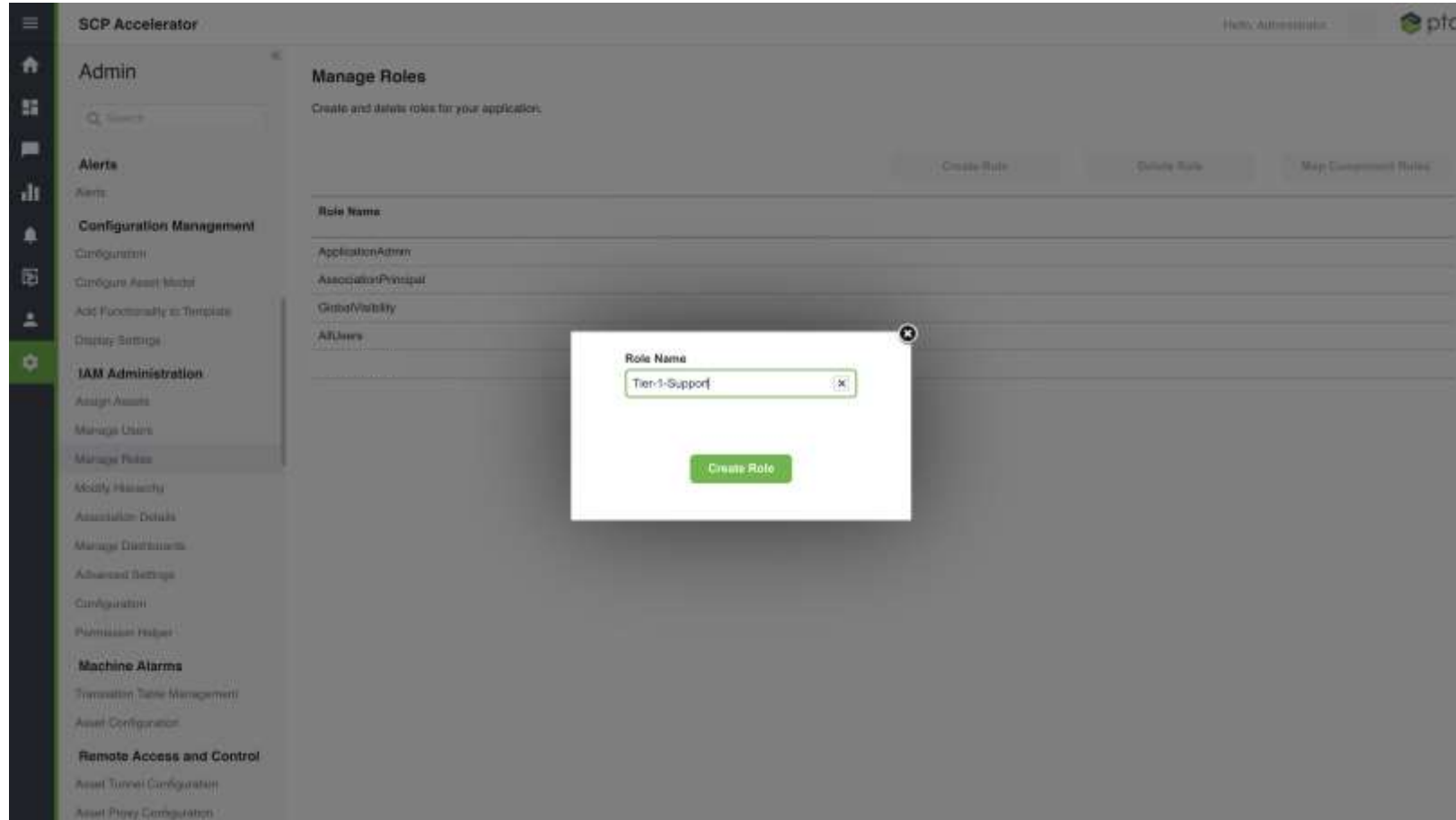
This is just configuration work. It was done without creating a single mashup or writing a service. It's all part of the Smart Connected Product Accelerator



KEY USE CASE – CREATE USER ROLES

- Commonplace to organize users based on skills and experience
- Example:
 - Tier 1 – View Only
 - Initial Triage
 - Limited experience
 - Often script based
 - Tier 2– View and some Interaction
 - Detailed Triage
 - Experienced
 - Self driven
 - Knowledge base supported
 - Tier 3 – View and Advanced Interaction
 - Unique issues and Triage
 - Super users and or Designers
 - Completely self driven

CREATE A USER ROLE



CONFIGURE THE USER ROLE

The screenshot shows the 'Manage Roles' interface in the SCP Accelerator. A modal window titled 'Application - Component Configuration' is open, displaying a table of roles and their permissions. The table has columns for Component Group, Title/Support, Application/Version, Associated/Privileged, and Roles. The roles listed include PTCTS.Wizard.Admin_UG, PTCTS.Wizard.Default_UG, PTCTS.WeatherOpenWeatherMap.Default, PTCTS.Weather.Default_UG, PTCTS.Utilization.Admin_UG, PTCTS.Utilization.ApplicationUser_UG, PTCTS.Utilization.Default_UG, PTCTS.Utilization.Users_UG, and PTCTS.Utilities.Default_UG. The 'Roles' column contains checkboxes indicating which roles are associated with the component group.

Component Group	Title/Support	Application/Version	Associated/Privileged	Roles
PTCTS.Wizard.Admin_UG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PTCTS.Wizard.Default_UG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
PTCTS.WeatherOpenWeatherMap.Default	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
PTCTS.Weather.Default_UG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
PTCTS.Utilization.Admin_UG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PTCTS.Utilization.ApplicationUser_UG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PTCTS.Utilization.Default_UG	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
PTCTS.Utilization.Users_UG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PTCTS.Utilities.Default_UG	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Roles define access to features and data



KEY USE CASE – ADD & MANAGE USERS

SCP Accelerator Hello, Administrator

Admin

Search: user

IAM Administration

Manage Users

User Management

Add users to organizations. This will give users access to the assets in the organization.

Select an Association: *

- Fleet Tracking
 - Southwest
 - Abuquerque_RA989
 - Dallas_RA900
 - Midwest
 - Great_Lakes
 - West_Grandrapids_MI_RA1282
 - Great_Lakes_Division_RA916
 - Fort_Wayne_RA223
 - Kalamazoo_DWTWN_RA516
 - Chicago_South
 - Chicago_South_Division_RA8028
 - Countryside_RA392
 - West
 - Las_Vegas_RA1200
 - San_Diego_RA1208
 - Southeast
 - PanHandle
 - Gulfport_MS_RA106
 - Panama_City_RA269F
 - Pensacola_RA267
 - North_Atlanta
 - HIRAM_GA_RA1835
 - Duluth_RA8004

Search and Modify Users

Create users for the selected association, edit existing users, and assign roles to users.

Only show users for the selected association **Create User** [Edit User](#)

Search: Filter

Username	Email Address	Roles
Administrator		
es-authorization		
es-public-access		
keplAM		
ncleveland		
PTCTS.Aggregation.SchedulerUser		
TestUser_PTCTDD.FleetTracking_AllUsers		
TestUser_PTCTDD.FleetTracking_ApplicationAdmin		ApplicationAdmin, GlobalVisibility
TestUser_PTCTDD.FleetTracking_AssociationPrincipal		AssociationPrincipal
TestUser_PTCTDD.MedicalLab_AllUsers		
TestUser_PTCTDD.MedicalLab_ApplicationA		

CREATE A USER

The screenshot displays the SCP Accelerator User Management interface. A modal dialog titled "Create A New User" is open, showing a form with the following fields:

- Username***: A text input field.
- Association***: A dropdown menu with "Fleet Tracking" selected.
- Create User**: A green button at the bottom of the modal.

The background interface includes a sidebar with "Admin" and "IAM Administration" sections, and a main content area with "User Management" and "Search and Modify Users" sections. The "Search and Modify Users" section contains a "Create User" button and a table of users with roles.

	Roles
TestUser_PTCTDD.FleetTracking_AllUsers	
TestUser_PTCTDD.FleetTracking_ApplicationAdmin	ApplicationAdmin, GlobalVisibility
TestUser_PTCTDD.FleetTracking_AssociationPrincipal	AssociationPrincipal
TestUser_PTCTDD.MedicalLab_AllUsers	
TestUser_PTCTDD.MedicalLab_ApplicationA	

CREATE A USER

The screenshot displays the SCP Accelerator Admin console. The left sidebar shows navigation options under 'Admin' and 'IAM Administration'. The main content area is titled 'User Management' and includes a search bar with 'user' entered. A 'Create User' button is highlighted in green. A notification pop-up is centered on the screen, displaying the message: 'User was successfully created in association Fleet Tracking. A random password was generated for this user. Please copy and email to the user: sX1mYmwVxH9z4o'. Below the notification, a table lists users with columns for 'Roles' and 'Association'.

Roles	Association
	TestUser_PTCTDD.FleetTracking_AllUsers
ApplicationAdmin, GlobalVisibility	TestUser_PTCTDD.FleetTracking_ApplicationAdmin
AssociationPrincipal	TestUser_PTCTDD.FleetTracking_AssociationPrincipal
	TestUser_PTCTDD.MedicalLab_AllUsers
	TestUser_PTCTDD.MedicalLab_ApplicationA

EDIT A USER

The screenshot displays the SCP Accelerator User Management interface. On the left is a navigation sidebar with 'Admin' and 'IAM Administration' sections. The main content area is titled 'User Management' and includes a search bar with 'user' entered. Below the search bar is a tree view for 'Select an Association: *' under the 'Fleet Tracking' category. The 'Edit User' form is open for user 'amoffa', showing fields for Username, First Name, Last Name, Email Address, and Description. To the right of the form are buttons for 'Edit Roles' and 'Edit Associations'. Below these buttons is a table of associations for the user.

SCP Accelerator Hello, Administrator

Admin

Search: user

IAM Administration

Manage Users

User Management

Add users to organizations. This will give users access to the assets in the organization.

Select an Association: *

- Fleet Tracking
 - Southwest
 - Albuquerque_RA989
 - Dallas_RA800
 - Midwest
 - Great_Lakes
 - West_Grandrapids_MI_RA1252
 - Grist_Lakes_Division_RA916
 - Fort_Wayne_RA223
 - Kalamazoo_DWTWN_RA516
 - Chicago_South
 - Chicago_South_Division_RA8028
 - Countryside_RA382
 - West
 - Las_Vegas_RA1200
 - San_Diego_RA1208
 - Southeast
 - PanHandle
 - Gulfport_MS_RA108
 - Panama_City_RA269
 - Pensacola_RA267
 - North_Atlanta
 - Hiram_GA_RA1035
 - Duluth_RA004

Search and Modify Users

Create users for the selected association, edit existing users, and assign roles to users.

[Back to Search](#)

Username
amoffa

First Name

Last Name

Email Address

Description
amoffa is a user created for the Association_Region_FleetTracking_Fleet_Tracking association.

[Save Changes](#) [Reset Password](#) [Edit Roles](#)

Roles - Readonly

[Edit Associations](#)

Associations - Readonly

Association Name	Is Inherited
Albuquerque_RA989	<input type="checkbox"/>
Atlanta_Key_Account_CR P_RA881	<input type="checkbox"/>
Central	<input type="checkbox"/>
West_Grandrapids_MI_R A1282	<input type="checkbox"/>
Countryside_RA382	<input type="checkbox"/>
San_Diego_RA1208	<input type="checkbox"/>



KEY USE CASE – ASSIGN USER'S ROLES & REGIONS

The screenshot displays the SCP Accelerator Admin interface. On the left is a navigation sidebar with 'Admin' and 'IAM Administration' sections. The main area is titled 'User Management' and includes a search bar with 'user' entered. A modal window titled 'Update User Roles' is open, showing a list of roles: ApplicationAdmin, AssociationPrincipal, GlobalVisibility, and Tier-1-Support, each with a toggle switch. The background interface shows a tree view of regions and associations, and a table of associations with columns for 'Association Name' and 'Is Inherited'.

Assign users to their group function



KEY USE CASE - WHAT THINGS NEED ATTENTION?

The screenshot displays the SCP Accelerator web application interface. The main content area shows a 'Monitor' page with a table of assets. The table has columns for NAME, SERIAL NUMBER, STATUS, MAKE, and MODEL. The assets listed are:

NAME	SERIAL NUMBER	STATUS	MAKE	MODEL
RIVERCORE M-021 80119393	80119393	Running	RIVERCORE	M-021
RIVERCORE M-021 44048583	44048583	Running	RIVERCORE	M-021
RIVERCORE M-021 91130190	91130190	Stopped	RIVERCORE	M-021
RIVERCORE M-021 25006485	25006485			

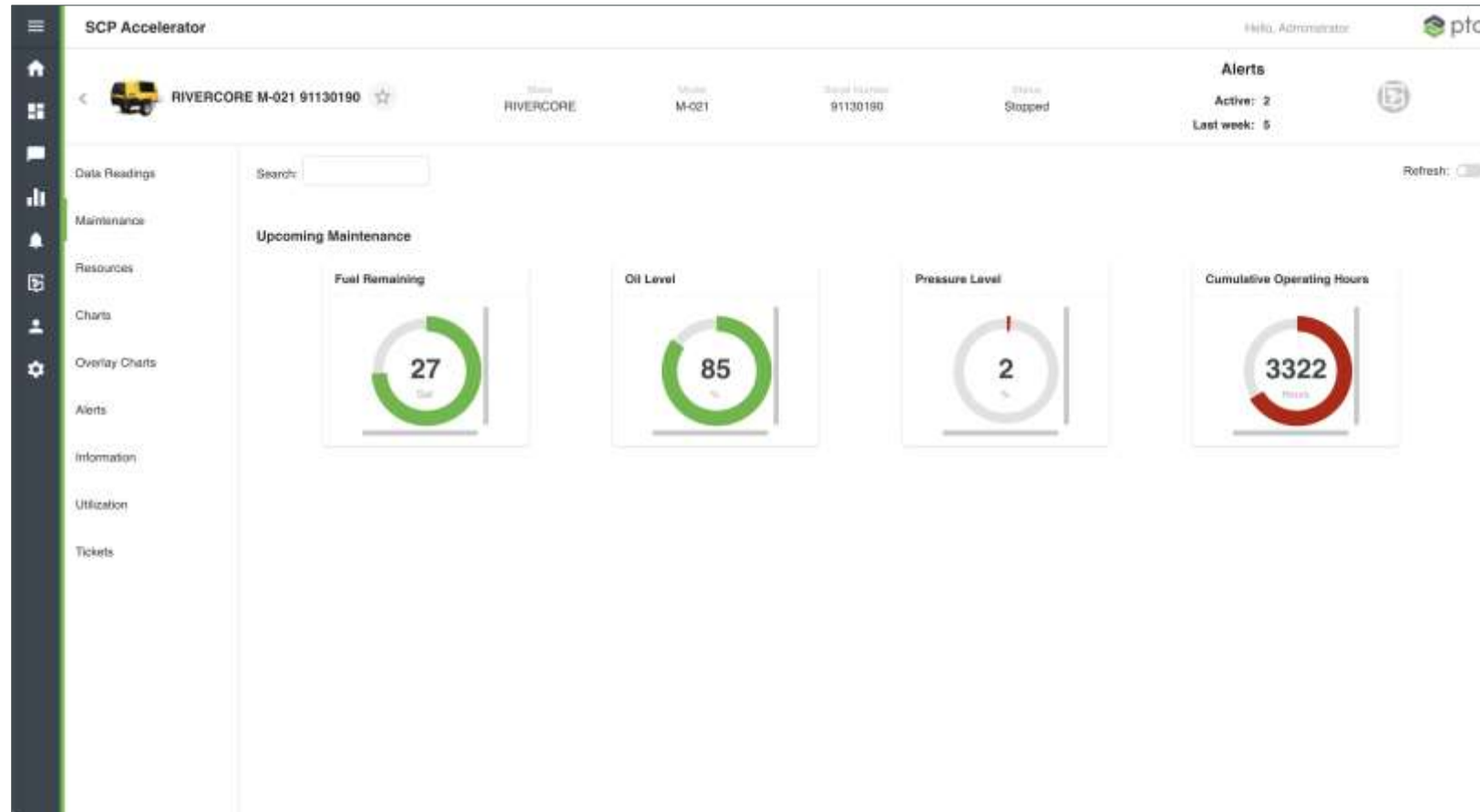
On the left side, there is a sidebar with a search bar and several filter sections:

- Show My Favorites**
- Status**: Includes a red warning icon and a wrench icon.
- Asset Type**: Includes buttons for Tractor, Backhoe, Air Compressor, and Air Conditioner.
- Regions**: Includes a 'Fleet Tracking' section with a tree view of regions: Southwest (Albuquerque_RA955, Dallas_RA900), Midwest, Great Lakes (West_Grandrapids_MI_RA1282, Great_Lakes_Division_RA916, Fort_Wayne_RA523, Kalamazoo_DWTWN_RA516), Chicago_South, West, Southeast, and Northeast.

At the bottom of the sidebar, there are icons for home, dashboard, notifications, and user profile. The top right corner shows the user's name 'Info, Administrator' and the PTC logo.

Multiple Filters to streamline access to assets

DEFINING WHAT PROPERTIES TO ALERT ON



These properties highlight Maintenance concerns

ALARMS BY ASSET CLASS (MODEL)

SCP Accelerator

Admin

Machine Alarms - Asset Configuration

Enable Assets | Alarm Processing | Alarm Code Translation

Entity Type: ThingTemplate

Entity:

- PTCTDD SimulatorFleetTracking AirCompressor_TT
- PTCTDD SimulatorFleetTracking AirConditioner_TT
- PTCTDD SimulatorFleetTracking Backhoe_TT
- PTCTDD SimulatorFleetTracking Base_TT
- PTCTDD SimulatorFleetTracking Pump_TT
- PTCTDD SimulatorFleetTracking Tractor_TT

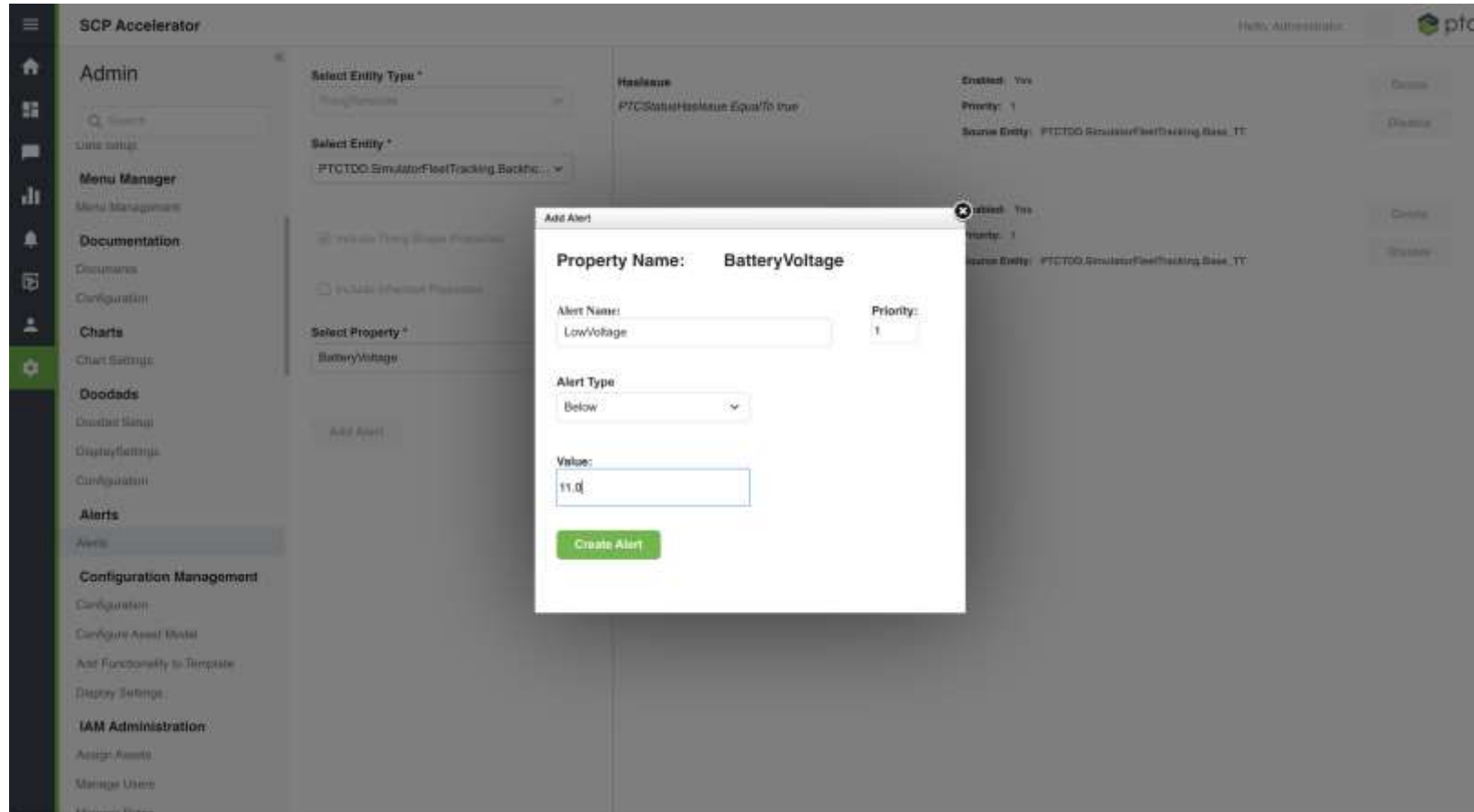
Enabled Entities:

Entity Name	Entity Type	Description
No results.		

Enable Machine Alarms Logic

Disable Machine Alarms Logic

CREATING ALARMS



LOW VOLTAGE ALARM

The screenshot displays the SCP Accelerator Admin interface. On the left is a navigation sidebar with categories: Admin, Menu Manager, Documentation, Charts, Doodads, Alerts, Configuration Management, and IAM Administration. The 'Alerts' section is active. The main content area is divided into three columns. The first column contains configuration options: 'Select Entity Type *' (ThingTemplate), 'Select Entity *' (PTCTDD.SimulatorFleetTracking.Backho...), checkboxes for 'Include Thing Shape Properties' (checked) and 'Include Inherited Properties' (unchecked), and 'Select Property *' (BatteryVoltage). An 'Add Alert' button is at the bottom. The second column lists three alerts: 'LowVoltage' (BatteryVoltage Below 11), 'HasIssue' (PTCStatusHasIssue EqualTo true), and 'HasMaintenance' (PTCStatusNeedsMaintenance EqualTo true). The third column shows settings for each alert: 'Enabled: Yes', 'Priority: 1', and 'Source Entity: PTCTDD.SimulatorFleetTracking.Backho..._TT'. Action buttons for 'Delete' and 'Disable' are provided for each alert.

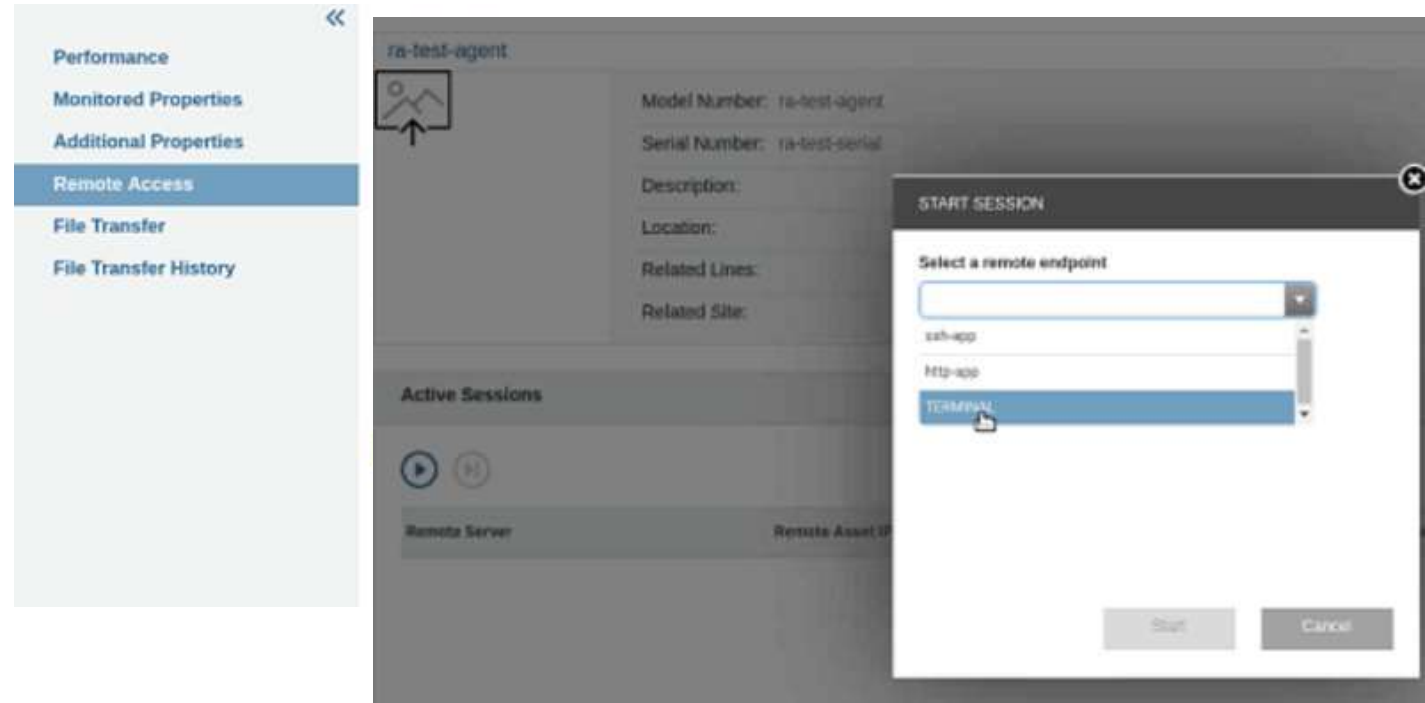
Alert Name	Expression	Enabled	Priority	Source Entity	Actions
LowVoltage	BatteryVoltage Below 11	Yes	1	PTCTDD.SimulatorFleetTracking.Backho..._TT	Delete, Disable
HasIssue	PTCStatusHasIssue EqualTo true	Yes	1	PTCTDD.SimulatorFleetTracking.Backho..._TT	Delete, Disable
HasMaintenance	PTCStatusNeedsMaintenance EqualTo true	Yes	1	PTCTDD.SimulatorFleetTracking.Backho..._TT	Delete, Disable



KEY USE CASE – DIAGNOSING WITH RAC

CAPABILITIES

- Interactive diagnostics processes by incorporating connected machine data (full remote access to edge system):
 - In-depth view into device software versions and configuration
 - Change configuration
 - Rich remote troubleshooting
 - Fix problems remotely
- Transfer files to or from remote product edge system software updates, configurations or retrieving log files.



Advanced diagnostics
& triage = maximum
uptime

More complete
diagnostics increases
chance of FTF

Fewer Truck Rolls =
Lower Cost of
Service

Available directly via
SCPA



KEY USE CASE – MAINTAINING WITH SCM

CAPABILITIES

- Automated management of edge software versions
- Complete package and deployment testing
- Deployment monitoring dashboard
- Ensure security with package signing & verification
- Advanced remote triage and repair



Enables continuous enhancement of devices in field

Keep connected devices secure over time

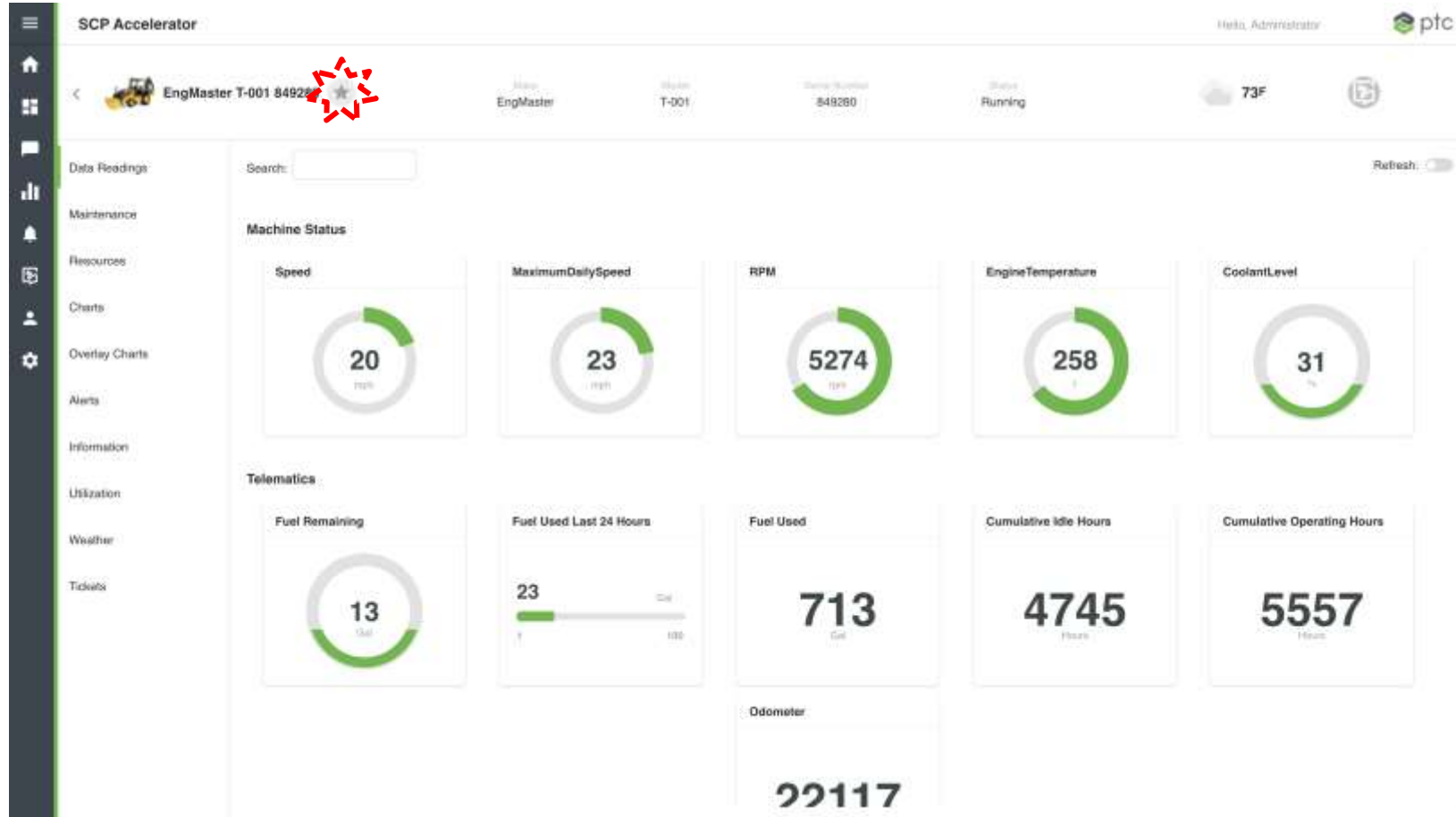
Reduce cost to maintain and service

Lower cost of service; prevent recalls

SETUP MY HOME PAGE

The screenshot displays the SCP Accelerator user interface. On the left is a vertical navigation menu with sections: Admin, Product Intelligence, Wizard, Asset Monitoring, Menu Manager, Documentation, Charts, and Doodads. The main content area is titled "Main Page Configuration: select a green box to configure that item." and contains several widgets: a Search bar, a "Show My Favorites" button, a Status widget, an Asset Type widget, and a Regions widget. To the right is a "Monitor" section with a map of North America showing various asset locations. A large black arrow points from a green box on the map to a "Displayed Properties" panel on the right, which shows a list of properties and their values.

DEFINING MY FAVORITES



FILTERING TO MY FAVORITES

The screenshot displays the SCP Accelerator web application interface. The top navigation bar includes the text "SCP Accelerator" on the left, "Hello, Administrator" in the center, and the PTC logo on the right. A search bar is located below the navigation bar. On the left side, there is a vertical sidebar with various icons, including a home icon, a list icon, a bar chart icon, a bell icon, a person icon, and a gear icon. The main content area is divided into two sections: "Monitor" and a map. The "Monitor" section displays two asset cards. The first card is for a "RIVERCORE M-021 91130190" with a yellow icon, a red warning icon, and a yellow status icon. The second card is for an "EngMaster T-001 849280" with a yellow icon and a green status icon. The map section shows a map of the United States with a red location pin in the Midwest. The "Show My Favorites" button in the left sidebar is highlighted with a red dashed box.

SCP Accelerator

Hello, Administrator

PTC

Search

Clear

Search

Show My Favorites

Status

Asset Type

Tractor Backhoe

Air Compressor Air Conditioner

Regions

Fleet Tracking

- Southwest
- Midwest
- West
- Southeast
- Northeast
- Central

Monitor

RIVERCORE M-021 91130190

Make: RIVERCORE

Model: M-021

Serial Number: 91130190

EngMaster T-001 849280

Make: EngMaster

Model: T-001

Serial Number: 849280

Map Satellite

Cluster

States

Map data ©2023 Google, Imagery ©2023 Google, Terms of Use



UNDERSTANDING VALUE READY DEPLOYMENTS (VRD)

VALUE READY DEPLOYMENTS

Value Ready Deployments (VRDs) are a starting point for scoping customer projects with PTC. Each one is configured to specific project needs in mind, providing best practices for implementing and articulating business value with our out of the box solutions. VRDs help customers navigate the implementation process and reduce common risks, making for an overall smoother experience.

VRDs are built on 3 consistent components:

1 Best Practices-led Implementation

2 Solution Adoption

3 Efficient and Effective Projects

A VRD is a collection of PTC best practices in positioning, implementing, configuring, and deploying OOTB functionality of PTC software and solutions. VRDs encompass best practices and artifacts to provide standard deployment options.

You should expect:

- A starting point for scoping a customer project
- Materials built using PTC Professional Services experience, as well as industry and product best practices
- A bill of materials designed to reduce the most common risks with implementations
- A way to provide a **consistent** customer implementation experience
- A collection of artifacts to position and **deliver consistent, repeatable and reproducible outcomes**
- VRDs to be delivered through **a Statement of Work**



That leads to:

- Decreased
 - Risk
 - Delivery Timing
 - Initial cost of delivery
- Increased adoption of your solution
- Improved return on investment

You should not expect:

- A fully scoped solution
- VRDs to be delivered via Success Points

SCP USE CASES



Services	Customers	Engineering / Product Management	Sales & Marketing
Remote Monitoring	Remote Monitoring	Product Performance & Usage Data	Customer Analytics
Remote Access & Control	Self-Service	Connected Product Management	Value Added Services
Software Content Management	Customer Portal	Consumables Replenishment	
Remote Assistance		Closed Loop Quality	
Optimized Spare Parts Management		Digital product sensor modeling	
Service Instructions			
Warranty compliance			

VRD focuses on these 3 use cases

All solutions use ThingWorx SCP. Some use case require SCP integration with additional PTC products

HOW DO VRDs WORK AND WHO SHOULD USE THEM?



A PTC or Partner expert works with the customer to determine their implementation needs



A delivery resource takes over delivering the SOW to meet the customer needs

CUSTOMER
FIRST



Who should use a VRD?

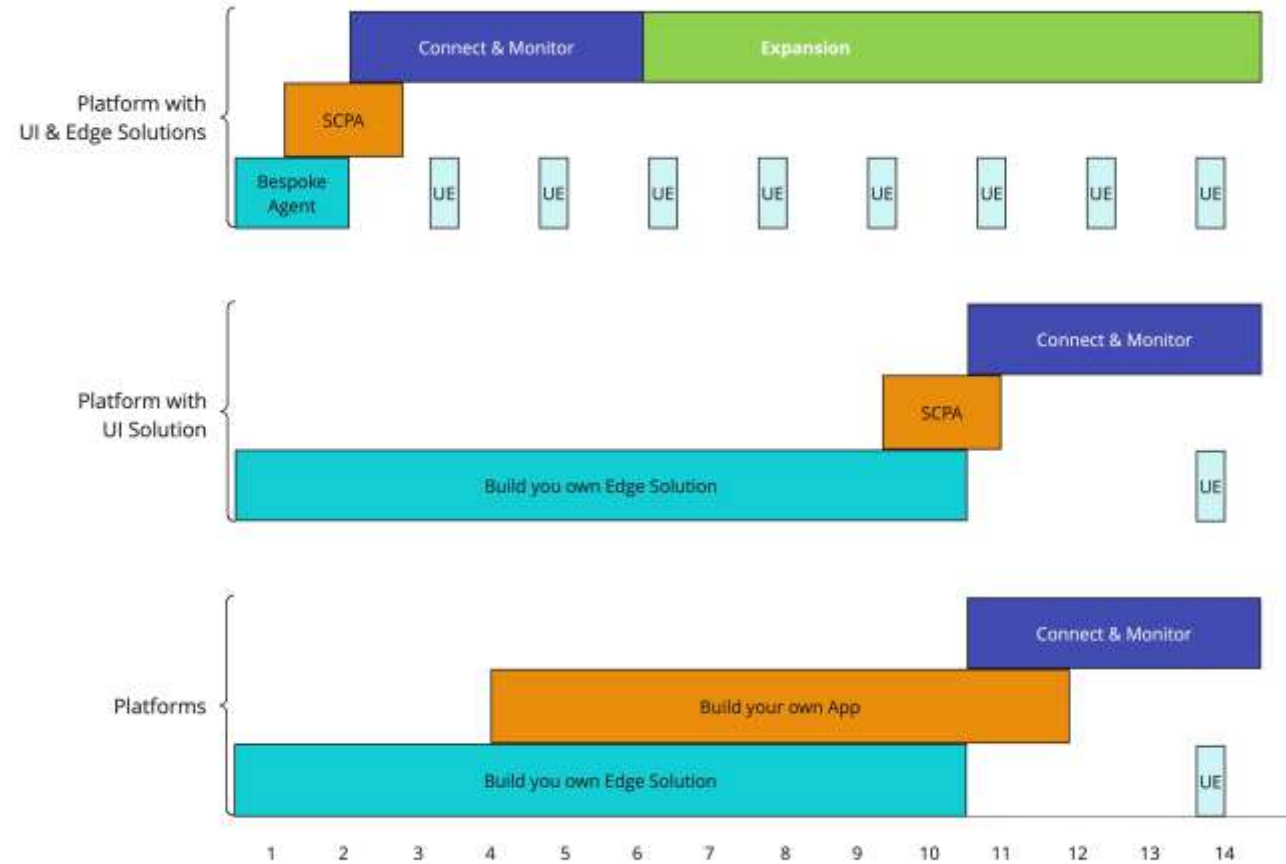
A customer looking for a “**do it for me**” approach to PTC or a System Integrator-led implementation of OOTB functionality



How do I access VRD materials?

VRDs and supporting materials can be found on:
Workrails for internal PTC employees and Velocity for PTC partners

SOLUTIONS WORK FOR YOU



ADDITIONAL SESSIONS YOU MIGHT APPRECIATE

3:00 PM EDT - Monday, May 15

BREAKOUT SESSION



[I11054B] Use Applied Analytics to Drive Key Insights into your...

Monday, May 15 | 3:10 PM - 3:40 PM EDT
102 B

Connecting assets throughout your organization vastly increases the amount of data that can be used to generate valuable insights into your operations. Applying advanced Analytics to this...

ADD TO SCHEDULE



11:00 AM EDT - Tuesday, May 16

TRACK SPOTLIGHT



[SE1780T] A New Vision for Service

Tuesday, May 16 | 11:15 AM - 11:45 AM EDT
General Session | Hall B

Service plays a central role in renewing and expanding customer relationships to support business growth. Service leaders are often the first to encounter increasing product and servic...

ADD TO SCHEDULE



1:00 PM EDT - Wednesday, May 17

PRODUCT ROADMAP



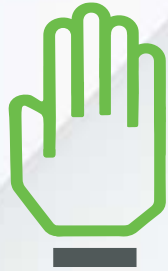
[I11563PRI] PTC's ThingWorx Strategy and Roadmap for Connected...

Wednesday, May 17 | 1:00 PM - 1:30 PM EDT
104

Come to this session to get an update on PTC's vision and roadmap for smart, connected products. The session will also cover the latest improvements with PTC's Remote Service Age...

ADD TO SCHEDULE





QUESTIONS?

Thank you! You can find me at:



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@amoffaiot



[amoffa](https://www.linkedin.com/company/amoffa)



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Take your post-session survey(s) either in the event mobile app or via email post-event.

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LIVEWORX

A NEW ERA IN PRODUCT LIFECYCLE INNOVATION

THANK YOU

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ptc.com

