SUPPORT SERVICES GUIDE

PTC's move to a subscription model benefits our customers with added flexibility to compete in today's rapidly changing environment, delivering faster innovation cycles and a shared commitment to success. Among the many benefits customers receive with their subscription packages, are the included **Support Services**. Levels of support may differ depending on the contract, product in use, and support needed. We also offer add-on options to our subscribers, providing valuable support enhancements. Thus, we can ensure every customer receives the care and attention they need.

SUPPORT PACKAGES

PTC Support packages give you access to a comprehensive support experience that includes regular software enhancements, web-based technical assistance, software usage help as well as assisted technical support from a team of specialists, certified in ISO Quality processes. Each feature of PTC's Support packages is carefully designed to provide value to your business, so you can effectively:

- Maximize Productivity
- Optimize System Capability and Performance
- Control Costs

ISO9001 Quality Standard

PTC's Support Services are certified to the highest international quality standards. This certification indicates our performance as a world-class support organization. It promotes consistent service, continuous self-improvement and a focus on customer satisfaction.

Learn More

PROACTIVE SERVICES

ON-DEMAND SYSTEM SCAN

The On-Demand System Scan is available to everyone with Gold and Goldplus level support and allows administrators to manually check for stability, performance, and security recommendations related to their PTC software environments. Simply upload system files to be scanned and receive recommended actions for any known issues or improvements that are detected.

PROACTIVE MONITORING & GUIDANCE SERVICE

Currently, Proactive Support Services are only available for Windchill and Integrity customers. PTC's Proactive Support Services put you in control with innovative support services designed to help you increase user productivity, improve security, and reduce system administration efforts.

PACKAGES

	Gold Support Package	Gold*plus* Support Package
Software Services		
Software Updates & Maintenance Releases	Included	Included
eSupport Services		
eSupport Tools	Included	Included
PTC Knowledge Base	24 x 7	24 x 7
Performance Advisor, Core Features	Included	Included
Performance Advisor, Advanced Features	Subscription	Included
Proactive Support Services		
On-Demand System Scan	Included	Included
Proactive Monitoring & Guidance	Not Available	Included
Assisted Support		
Community Support	Included	Included
Support Desk	Web & Phone	Web & Phone
Availability	24 hours x 5 days	24 hours x 7 days
Language	Local language per available	Local language per available
Response Time	Severity 0: < 1 hour Severity 1: < 2 hour Severity 2: < 4 hour Severity 3: < 24 hours	Severity 0: < 30 minutes Severity 1: < 2 hours Severity 2: < 4 hours Severity 3: < 24 hours
Response Frequency (*Applicable to 'Working' case status only and no sub-status)	Severity 1: < 4 business days Severity 2: < 6 business days Severity 3: Reasonable efforts	Severity 1: < 3 business days Severity 2: < 5 business days Severity 3: Reasonable efforts
Enterprise Down Recovery	< 24 hours	< 24 hours
Optional Support Services		
Upgrade & Migration Weekend Support	Optional	
Dedicated Support Engineer	Optional	
Technical Support Account Manager (TSAM)	Optional	
Extended Support	Optional	

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Current holders of a perpetual license active on support can continue to renew their support agreements before expiration. Support on expired licenses cannot be renewed, but can be converted to a subscription. We do offer attractive subscription conversion offers. Please talk to your Renewal Advisor to learn details.

OPTIONAL SUPPORT SERVICES

PTC provides flexible support and support options, so you get the expertise and industry-leading Support Services when you need them. We provide a set of optional services designed specifically for individual projects, expanded support coverage, on-demand or continued access to expertise so you get the help you need when you need it. Your Renewal Advisor or PTC Partner will be happy to work with you to analyze your needs and issue a quote.

TECHNICAL SUPPORT ACCOUNT MANAGER

Serving as an extension of your support team, your Technical Support Account Manager (TSAM) works seamlessly with the entire Technical Support organization to help ensure consistent management and prioritization of your critical support issues and project-based support requirements. Armed with a good plan from the start, your TSAM can help guide you and the PTC Support teams towards successful project completions and issue resolutions by providing regular communications, activity reporting and reviews. Together, you and your TSAM will develop a relationship that is intended to maximize your system.

UPGRADE & MIGRATION WEEKEND SUPPORT

In this service, a PTC Support Engineer will understand your IT environment, project plan and scope of the potential support assistance needed by your organization before the weekend activities start. By proactively scheduling Upgrade & Migration Weekend Support, a directly accessible PTC Support Engineer is assigned to you and your team to provide you with a higher level of support over the weekend. Use Upgrade & Migration Weekend Support when performing a system upgrade, data migration, or other weekend activities.

DEDICATED SUPPORT ENGINEER

This service provides dedicated support and attention for Go Live events or other critical milestones events that require it. During the engagement, you can avoid support queues and get immediate responses by having direct phone and email access to a dedicated Support Engineer. The Support Engineer is fully aware of your planned activity and will be ready to engage whenever needed.

EXTENDED SUPPORT

Provides additional Software Performance Report (SPR) access for one year after software development is discontinued. Available for select products, the Extended Support period begins after the standard support period ends. As your company plans to update to a more current version of software, the Extended Support period provides additional time to run your current version in production and receive software issue resolution that you may need during the transition to the new version.

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!

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