

ServiceMax Technical Support Policy – High Level

PTC believes that Customer Technical Support is a top priority and every customer needs a suitable level of support to align with their purchased product and their business needs.

All customers can purchase either Gold or Platinum Support and then these levels of Support are customized for the ServiceMax products.

Further details can be found in these documents:

ServiceMax Core

[ServiceMax Core Technical Support Policy](#)

ServiceMax Asset 360

[ServiceMax Asset 360 Technical Support Policy](#)

ServiceMax FieldFX

[ServiceMax FieldFX Technical Support Policy](#)

PTC Asset 360

[PTC Asset 360 Technical Support Policy](#)

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