

## WINDCHILL REMOTE SUPPORT

### OVERVIEW

Windchill Remote Support service is fully managed application support and administration offered by ETRAGE for customers using Windchill PLM. ETRAGE’s team of global support specialists allow manufacturing organizations to optimize uptime and enhance the end user experience.



ETRAGE Windchill Remote Support customers benefit from spending less time managing their PLM environment and more time focusing on their core company goals. ETRAGE accomplishes this by giving customers access to our specialists across a wide range of applications, modules and use-case scenarios that are required to maintain a dynamic PLM system.

### ETRAGE Remote Support includes:

<p><b>System Administration</b></p> <ul style="list-style-type: none"> <li>▪ Stop and start Windchill environment as needed</li> <li>▪ Proactive monitoring and management of log files</li> <li>▪ Proactively address and resolve system alerts</li> <li>▪ Maintain SSO connection with Azure AD</li> <li>▪ Manage Windchill workflow queues</li> <li>▪ Manage publishing queues and CAD worker configuration</li> <li>▪ Manage and cleanup of Vaults files</li> <li>▪ Provide Windchill application performance tuning as per vendor best practices</li> <li>▪ Manage service packs and patches</li> <li>▪ Logging and monitoring of a PTC ticket</li> </ul>	<p><b>Business Administration:</b></p> <ul style="list-style-type: none"> <li>▪ Adding new Lifecycle states</li> <li>▪ Adding new Roles</li> <li>▪ Adding New groups and users</li> <li>▪ Minor updates to Workflows &amp; Reports</li> <li>▪ Troubleshooting queues</li> <li>▪ Set up and Config of Replica servers</li> <li>▪ Indexing</li> <li>▪ Updates to OOTB revision series</li> <li>▪ Resource bundle updates</li> <li>▪ Object initialization rule updates</li> <li>▪ CAD Worker and Publishing scheduler configuration</li> <li>▪ Coordinate support activities with cloud services provider as needed to implement large scale changes or upgrades.</li> <li>▪ Participate in business discussion to refine/transform PDM processes.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Troubleshooting Access Control issues</li> <li>▪ Security Patches</li> <li>▪ Support business process discussions with recommended features or implementation approaches as solution options and provide direction/supervision for consultants during implementation activities.</li> <li>▪ Monitor and report on license usage, create metrics and usage projects for budgetary decisions.</li> <li>▪ Monitor Performance using Windchill Server status in the UI and monitor performance from the Client perspective and report any variations in performance.</li> </ul>
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<p><b>Database Administration</b></p> <ul style="list-style-type: none"> <li>▪ Stop and start databases</li> <li>▪ Add space to databases as needed, subject to storage limits</li> <li>▪ Restore databases in the event of corruption</li> <li>▪ Periodically update SQL statistics to ensure optimal query performance</li> <li>▪ Review database growth and resource utilization</li> <li>▪ Perform database performance analysis</li> <li>▪ Perform database defragmentation</li> <li>▪ Apply database patches/updates.</li> </ul>	<p><b>Requirements:</b></p> <p>These are requirements of any system being supported:</p> <ul style="list-style-type: none"> <li>▪ Remote access to Windchill server and environment.</li> <li>▪ Availability of customer personnel with all required network admin rights.</li> <li>▪ All custom configurations to Windchill or the Windchill server must be communicated.</li> <li>▪ We only support English speaking users at this time.</li> </ul>
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Customers have access to our online help desk tool for ticketing and can choose from our standard support contract during normal business hours (8 hours/day, 5 days/week) or request extended support hours. This document defines the basic coverage and services commitment for this offering.

## EXCLUDED SERVICES

Below is a list of services that are not included with a basic service contract for Support or Cloud but can be delivered as part of a separate contract or services purchase. This list is not finite and is offered for clarity.

- Minor and Major Version upgrades or pilots
- Implement integrated third party systems
- Curriculum based training of users
- On-site support
- Uses of Windchill not recommended by PTC
- Custom coding in Java
- Development of new workflows, lifecycles or object types
- Data loads/migration
- System integration
- User Interface changes
- Offsite Backups and Disaster recovery
- Automation of Windchill Packages
- Development of new reports
- Change management modifications & configurations
- New Context Roles
- New policy development
- Installation of additional modules, such as:
  - ProjectLink
  - MPMLink
  - PartsLink/SUMA
  - Other