

WINDCHILL CLOUD

OVERVIEW

ETRAGE cloud is a “SaaS” service for the implementation and availability of PTC’s Windchill on the Cloud, powered by Amazon Web Services (AWS). Our Team supports hosting of the following PTC Windchill products: ProIntralink, PDMLink, ProjectLink, Arbortext, FlexPLM.



WHAT IS PROVIDED

- Cloud hosting of Master, Replica, and/or Test instances
- Operating System & Database
- SSL Security Certificate
- 24x7 System Monitoring, Performance Tuning & 99.5% Uptime
- Cloud Storage (Database & Vault)
- Cloud-hosted backup storage (99.5% reliability with 30-days back up retention)
- PTC Patches & MOR Updates
- Business Administration Support
- VPN Connection Option
- Virtual private cloud (VPC) with firewall for each customer
- Inbound and outbound filtering of network traffic at the instance level and subnet level of the VPC
- Windchill web access will be SSL encrypted and communication will only be allowed for port 443
- SSO Configuration to Azure AD

END USER SUPPORT

- Helpdesk Global Support
- Ticket Tracker System Web/Phone/Email
- Tech Support

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
- 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