

ETRAGE FedRAMP for Windchill PLM

PRODUCT DESCRIPTION (2025)

ETRAGE is a member of the PTC partner program focused on Windchill customizations, proprietary Windchill Add-Ons, consulting services, and managed services for both on premises and cloud-based instances of Windchill PLM. ETRAGE has been a PTC partner for over 20 years.

This document serves to describe the ETRAGE FedRAMP offering for federal contractors that are required to use Windchill PLM in a FedRAMP certified, hosted environment.

HOSTED PLATFORM

ETRAGE partners with Microsoft Azure Government (GCC Moderate and GCC High), the preferred hosting platforms for environments requiring FedRAMP Moderate and FedRAMP High authorizations. Azure Government has been available to U.S. federal agencies and defense contractors since 2016 and remains one of the only environments to meet both FedRAMP High and DoD SRG Impact Level 5 (IL5) baselines.

ETRAGE offers a FedRAMP-equivalent hosted environment for PTC Windchill PLM in support of Department of Defense contracts subject to DFARS 252.204-7012 and CMMC 2.0 Level 2.

Our standard hosted solution for FedRAMP is deployed entirely within Microsoft Azure GCC-High, which is FedRAMP High Authorized, and leverages the FedRAMP Moderate-Authorized PTC Windchill application stack.

ETRAGE engages an independent CMMC Third-Party Assessment Organization (C3PAO) to validate implementation of over 300 security controls derived from NIST SP 800-171 and NIST SP 800-53, supported by a full System Security Plan (SSP) and Plan of Action and Milestones (POA&M).

While full FedRAMP authorization requires a federal agency sponsor, FedRAMP equivalency allows ETRAGE to meet or exceed the same technical and procedural controls without a formal government authorization, removing a significant barrier for defense contractors who must still meet CMMC and DFARS 7012 requirements.

CERTIFICATIONS

ETRAGE uses an individualized certification model rather than maintaining a single universal authorization boundary.

Each customer's environment is independently reviewed every three years—or sooner upon major configuration changes—to validate continued compliance with NIST SP 800-171 and CMMC Level 2 requirements.

This model provides greater flexibility to support Windchill customizations, third-party integrations, and re-hosted on-premises environments while maintaining strict compliance with FedRAMP-aligned and DFARS 7012 requirements.

FedRAMP

Under DFARS 7012, federal contractors handling Controlled Unclassified Information (CUI)** must implement all 110 controls from NIST SP 800-171.

ETRAGE's FedRAMP-equivalent environment for Windchill PLM implements these controls and inherits additional security requirements from Microsoft Azure GCC-High (FedRAMP High Authorized) and PTC Windchill (FedRAMP Moderate Authorized).

All Azure GCC environments operate under Microsoft's formal FedRAMP authorization and require customer onboarding approval from Microsoft's compliance group.

ETRAGE's compliance documentation, including third-party assessment reports and control inheritance mapping—is made available to clients upon request.

CMMC 2.0

ETRAGE delivers CMMC 2.0 Level 2–compliant environments for both FedRAMP and non-FedRAMP deployments.

Our methodology addresses configuration requirements at the network, operating system, and application layers to ensure full coverage of the 110 controls in NIST SP 800-171.

Certification reviews are performed every three years or upon significant system upgrades.

DISA IL5

While DISA IL5 controls are not part of the standard GCC Moderate or GCC High baselines, ETRAGE can provide IL5-aligned environments when a DoD contract requires it.

IL5 compliance introduces approximately 300 additional controls (NIST SP 800-53 High baseline) beyond those in NIST SP 800-171.

These IL5 environments require formal justification and approval; therefore, they are offered as an add-on service for clients with explicit DoD IL5 requirements.

WINDCHILL UPGRADES

Windchill upgrades are included in the ETRAGE FedRAMP offering. ETRAGE reserves the right to determine the timing and version of all upgrades though it is always accomplished in consultation with the customer. Windchill bug fixes are also included as part of the standard ETRAGE offering and also scheduled in coordination with our clients.

ETRAGE HELP DESK AND ADMINISTRATION

All ETRAGE cloud hosted environments include our ETRAGE Help Desk and Administration offering for both end users and system administrators. Support services include but are not limited to the following types of support.

- General help desk support.
 - Generating and managing ticket numbers
 - Maintaining support for all calls
- Add and remove users.
- Change and manage access controls.
- Monitor all Windchill services and Windchill applications for problems.
- Assist users with interface issues and questions.
- Assist users with checking in and checking out data.
- Routine recurring maintenance, including:
 - Maintain/manage log files
 - Clearing caches
 - Running of WinDU
 - Monitoring backups
 - Monitoring vaults
 - Monitoring queues
 - Monitoring CAD Worker
- Installation of patches when required
- Escalating calls and tracking calls with PTC customer support when required.
- Provide PTC documentation and/or ETRAGE documentation.
- Provide publicly available best practice materials.
- 24-hour server monitoring
- Support calls and tickets are limited to English language support

ADMINISTRATOR ACCESS

Administrative access is tightly controlled.

Only authorized ETRAGE Help Desk personnel are granted site-level administrative privileges within the hosted Windchill environment.

Customer administrative access may be granted on a limited, case-by-case basis and is subject to multi-factor authentication and activity logging requirements.

SERVICE EXCLUSIONS

Below is a list of services that are not included with the ETRAGE help desk service contract which is included with all ETRAGE cloud hosted Windchill PLM environments. This list is not finite and is offered for clarity.

- Version upgrades
- Version upgrade pilots
- Implement integrated third party systems
- Curriculum based training of users
- On-site support
- Build upgrades/updates
- Build upgrade/update pilots
- Test, development, and/or sandbox environment support.
- Hardware rehosting
- Uses of Windchill not recommended by PTC
- Non-PTC products
- Business Configuration Modifications:
 - Lifecycle development
 - Workflow development
 - Object type development
 - Change management modifications & configurations
 - New Context Roles
 - New policy development
- Installation of additional modules, such as:
 - ProjectLink
 - MPMLink
 - PartsLink/SUMA