



PTC Global Services

PTC Managed Services

THE EXPERTISE TO MANAGE YOUR CRITICAL APPLICATIONS WHILE YOU
MANAGE YOUR BUSINESS

By 2016, over 80% of new applications will be deployed and managed in the cloud. PTC Managed Services helps businesses take advantage of this trend.

The nature of enterprise applications like product lifecycle management (PLM) and service lifecycle management (SLM) has changed. Across every industry, global businesses now routinely enlist trusted partners to manage and optimize these critical resources in the cloud. In the process, they reap the benefits of operational efficiency, improved performance, and more agile work environments.



Today's leading companies have moved beyond the simple logistics of where an application is hosted to the more critical question of how it is managed. These businesses appreciate the value of relying on true application experts to install, operate, and optimize critical enterprise applications such as PLM and SLM.

With PTC Managed Services companies rely on PTC's application experts to deploy, manage, and fine-tune their PLM and SLM enterprise applications in a secure PTC datacenter. The service ensures application uptime, reduced total cost of ownership (TCO), more predictable expenses, and the freedom to focus on business opportunities and impact.

A premium service to ensure peak solution performance

PTC Managed Services helps clients realize the value full of their solution investment by placing hosting and application management in the hands of the experts. With PTC Managed Services, our professionals continually optimize your application's operations and environment. They ensure consistent application availability with proactive monitoring, performance tuning, and speedy issue resolution with immediate access to PTC R&D and technical support.

Specific aspects of Managed Services include:

- Rapid deployment on properly sized hardware
- Secure hosting in SSAE-16 certified data centers
- IT administrators to monitor and maintain performance
- Experience application specialists for:
 - Proactive monitoring, tuning, and patches
 - Integration and customization support
 - Application upgrades
- Application SLAs based on 99.5% availability
- Tight integration with PTC technical support and R&D
- Value assurance with dedicated relationship managers

Business leaders have made their intentions clear. They need an all-inclusive premium service provider who can manage and optimize their applications – not just a hosting provider. They want to lower the total cost of ownership and they want their employees to spend time on business opportunities, not IT hassles.

For more information on PTC Managed Services, visit:

<http://www.ptc.com/go/managed-services/>

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J3480-ManagedServices-EN-0214

Business Benefits of Managed Services

- Shift focus from IT management to business enablement
- Accelerate time to value with new solutions
- Minimize IT complexity and cost
- Avoid budget surprises with predictable monthly expenses
- Minimize operational risk with reliable application uptime
- Reduce TCO for critical enterprise applications