

PTC® Managed Services Overview and Requirements

What is PTC Managed Services?

PTC Managed Services provides application management and hosting for PTC applications. The service combines rapid deployment, secure cloud hosting, uptime management, performance tuning, and value assurance to ensure that applications are available, optimized, and updated for peak performance.

Why should I consider a Managed Services contract from PTC?

Companies often face complex challenges when implementing and maintaining enterprise applications, but PTC Managed Services dramatically simplifies the process. PTC Managed Services gets your applications up and running quickly, guarantees application uptime with predictable expenses, and gives you confidence that potential problems are addressed before they occur. If problems do occur, we will resolve them quickly and with minimal burden on your own IT organization.

Why PTC for Managed Services?

PTC has 15 years of experience managing and hosting PTC's applications for more than 100 large, medium, and small organizations. PTC is the only hosting or Managed Services provider that will assume responsibility for the entire solution with experienced experts in PTC applications, including:

- PTC software performance, updates, and upgrades
- Hardware sizing, performance, and refresh
- Operating system acquisition, compatibility, and updates
- Database acquisition, compatibility, and updates
- Datacenter infrastructure, security, disaster/recovery, and redundancy

Business benefits

PTC's responsibility with Managed Services is to keep your software running at peak performance with minimal risk and predictable cost. PTC offers peace of mind to CIOs and business executives who know that performance tuning, security, and disaster recovery procedures will be addressed proactively by the most experienced PTC software and IT administrators on the planet:

- PTC rapidly configures and deploys the application in a secure datacenter with the most appropriate hardware and systems
- PTC proactively monitors and tunes the application, often identifying and correcting potential problems before you notice.
- PTC rapidly resolves software problems with the ability to bypass the first level of troubleshooting with PTC Technical Support, and gets right to the root of the issue with PTC R&D to minimize any disruptions
- PTC eliminates the worry about over or under investing in hardware by sizing infrastructure based on anticipated software use, and providing the ability to scale resources as demands change
- PTC minimizes and, in many cases, eliminates costs associated with deploying a major software upgrade
- PTC eliminates the need for you to staff, train, and retain application specialists to manage, administer, and upgrade the PTC application(s)

To learn more, visit [PTC.com/go/managed-services](https://www.ptc.com/go/managed-services) or contact Ron Pascuzzi at rpascuzzi@ptc.com.

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Requirements Worksheet

| Minimum Requirements for Hosting and Managing PTC Technology | PTC Managed Services | Comparison Company |
|---|----------------------|--------------------|
| Data Center Space / Security / Disaster Recover | • | |
| SSAE-16 certified data center | • | |
| Hardware (Servers, Routers, Switches, Storage) | • | |
| Service provider accountable for proper sizing demanded by the software application being hosted | • | |
| OS / Database Included (Acquisition, Maintenance, and Support) | • | |
| Service provider accountable for OS and database compatibility with PTC Technology (including updates/upgrades) | • | |
| Experience level with compatibility of PTC Technology (Years) 0 – None, 1-2 – Beginner, 3-5 – Intermediate, 5-10 – Senior, 10+ - Expert | Expert | |
| IT Administration (Servers, Routers, Switches, Storage, Data Center) | • | |
| Experience level providing IT admin. for hosted PTC technology (years) 0 – None, 1-2 – Beginner, 3-5 – Intermediate, 5-10 – Senior, 10+ - Expert | Expert | |
| Number of hosted Managed Services customers with PTC Technology | 100 | |
| Number of years hosting Managed Services customers w/PTC Technology | 15 | |
| Technical Refresh Included (Hardware, OS, Database) | • | |
| Number of years between technology refresh | 3 | |
| Accountability for server and application Architecture to Ensure Redundancy and Scalability | • | |
| Experience level with architecting PTC Infrastructure (years) 0 – None, 1-2 – Beginner, 3-5 – Intermediate, 5-10 – Senior, 10+ - Expert | Expert | |
| Implementation and Customization Oversight | • | |
| Managed Service provider oversees implementation to ensure performance and optimal outcome with minimal costly customizations | • | |
| Application Administration and Support | • | |
| Experience level with software product expertise and practical administration experience (Years) 0 – None, 1-2 – Beginner, 3-5 – Intermediate, 5-10 – Senior, 10+ - Expert | Expert | |
| Software Technical Updates and Upgrades | • | |
| Individuals on staff with practical PTC upgrade experience | • | |
| Number of upgrades performed on PTC technology | Hundreds | |
| Application Level SLA | • | |
| Performance-based SLA's at level of end user interaction with the software | • | |
| Coupling with PTC Technical Support and R&D | • | |
| Service provider is tightly coupled with the application author; ideally the same company, with the same systems, and integrated processes. Result is a faster and less intrusive troubleshooting and issue resolution process. | Same Company | |