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# WINDCHILL PLM Application Maintenance

**Reference:**  
**Food Processing**  
**Technology solution**  
**Company**

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*Client present in over  
140 Countries with  
10,000 employees*



*ITERON's Team provides  
Services co-locating  
with the Client Offshore  
team for Windchill 10.2  
configuration,  
integration,  
Customization and  
System Administration*

## 1. Executive Summary

Our Client is a leading global food processing machinery manufacturer based out in Europe required 24x7 Application Maintenance and Support for its Windchill 10.2 PLM global operations from an offshore Location in India.

The Support focuses are in the areas of Configuration, System Administration, Integration and Customization.

ITERON's Windchill practice provides comprehensive solution with superior quality. Quick ramp ups and talent acquisitions were the key to success. Strong Governance, continuous reviews by the Management and expertise of the team helped in building a long term relationship.

## 2. About the Client

- ✓ Client is a leading global food processing Technology and Solutions Company with over 100+ years of existence
- ✓ Client is based out in Europe and has presence in over 100+ countries and turnover exceeding USD \$ 2.5b
- ✓ Client has a sophisticated PLM application landscape integrated with SAP, Cognos, AUTOCAD systems, Unigraphics, NX, WGM

## 3. Scope of Services

- ✓ 24x7 Application Maintenance & Support for global operations from Offshore location
- ✓ Windchill Configuration, Integration & Customization
- ✓ Windchill System Administration (Monitoring & Reporting, Queue and log management, Management of Servers & Patch updates)
- ✓ Windchill Application Maintenance & Support (Issue handling, User Maintenance, Application Testing, Training, Performance Tuning, Cognos Support)



✓ Integration with multiple AUTOCAD systems (Unigraphics, NX, WGM)

Offerings include:

- Requirement Gathering
- Solution Design & Implementation
- Documentation and Training
- Application Customization & Change Process
- Production Support, Help Desk Services
- Integration with ERP / SCM / CRM, QMS, CMS
- Integration with multiple legacy CAD systems
- Application Migration & Data Migration
- Upgrade Solutions

<p><b>Windchill System Administration</b></p> <ul style="list-style-type: none"> <li>• Windchill Server Installations, Configurations</li> <li>• Upgrading Windchill 10.1 M030 to 10.2 M010</li> <li>• Update Windchill 10.2 M010 to M030</li> <li>• Server Rehosting</li> <li>• Vaulting &amp; Replication</li> <li>• Queue Management</li> <li>• Performance Tuning</li> <li>• CAD Worker Maintenance</li> </ul>	<p><b>Windchill Business Administration and User Support</b></p> <ul style="list-style-type: none"> <li>• Windchill Application Testing</li> <li>• User Support</li> <li>• Windchill Authorization</li> <li>• Lifecycle Management and Workflows</li> </ul>
<p><b>Windchill Integration</b></p> <ul style="list-style-type: none"> <li>• Multiple CAD systems like Inventor, AutoCAD</li> <li>• Integration with IBM PPS and SAP</li> </ul>	<p><b>Windchill Monitoring and Reporting</b></p> <ul style="list-style-type: none"> <li>• PTC System Monitor (PSM) 4.0</li> <li>• Windchill Business Reporting using Cognos 10.2 (Using Info*Engine)</li> </ul>

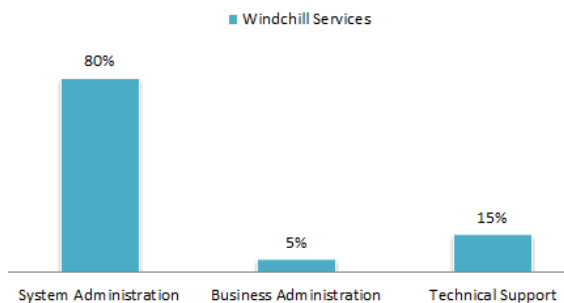
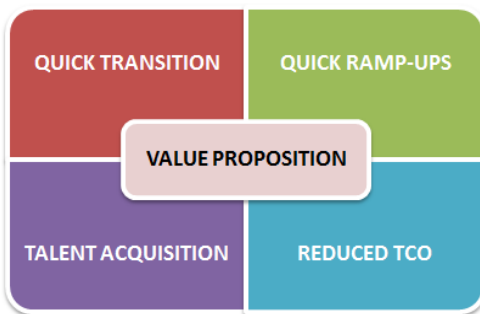
*Innovations, Capacity improvements, Process Optimizations, Project prioritization and Quick turnaround times*

## 4. ITERON's Value Proposition

- ✓ Quick Start & Ramp up of consultants at onsite & offshore
- ✓ Transition with Minimal impact to the business
- ✓ Engage & Retain Talent to enhance Customer Satisfaction and Service Levels
- ✓ Reduced Total Cost of Ownership
- ✓ Sharing Common Vision with the Client & Commitment to Long term Partnership

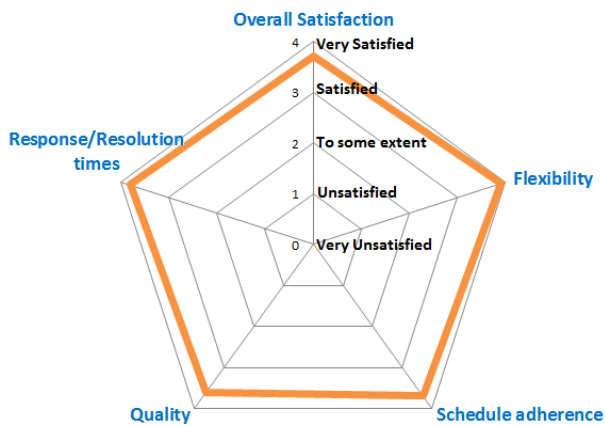
## 5. Client Benefits

- ✓ Comprehensive Solution with superior quality
- ✓ Optimal Development and Support Cost with increased productivity and continuous improvements
- ✓ Flexible Engagement Model that supports business fluctuations without increasing the Risk
- ✓ Effective Knowledge Management for seamless transition & Retention
- ✓ Strong Governance and Communication model that increases the quality and levels of service to business
- ✓ Quick ramp-up and ramp-downs offers high flexibility for planning new projects, enhancements
- ✓ Participation of ITERON Team in innovations and contribution to Capacity improvements, Process Optimizations, Project prioritization and Quick turnaround times
- ✓ ITERON's Team provides Services co-locating with the Client Offshore team



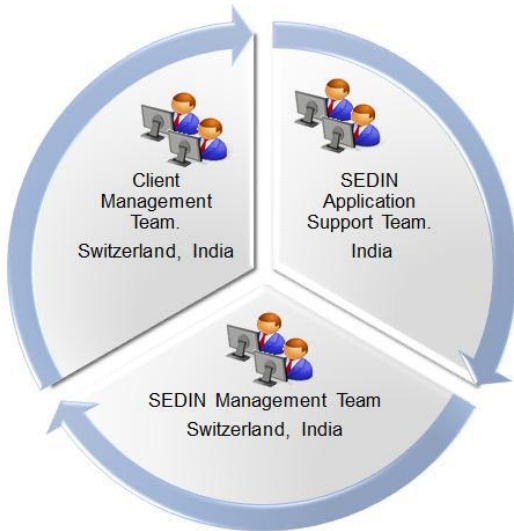
## 6. Support Methodology

- ✓ ITIL based support methodology
- ✓ L1, L2, L3 support
- ✓ SLA based maintenance support
- ✓ Monthly management reviews
- ✓ Incident Management, Service Requests, Problem Management and Service Level Management



## 7. Customer Satisfaction Index

- ✓ Consistent performance of the team for the past 2 years of Operation
- ✓ Year on Year improvements
- ✓ Statistics provided based on the review meetings with the Client on a monthly basis



## 8. Collaboration Model

- ✓ Client and ITERON Management team work collaboratively to monitor the output of the Support Team
- ✓ Support Team is continuously trained and updated with the latest happenings in PLM space
- ✓ ITERON Management reviews the support situation on a monthly basis with Support team and Client Management
- ✓ Any bottlenecks or escalations res attended in less than 24 hours
- ✓ ITERON Switzerland and India team liaise frequently with the Client Management team in the respective locations

### About ITERON

A fast growing IT Service provider delivering measurable business values. ITERON provides business consulting, technology innovations and outsourcing services to help clients globally with delivery centers in Switzerland, USA, India and Australia



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