2015 Annual Support Enhancements (June 2015)

PTC prides itself in delivering a comprehensive support experience designed to maximize productivity, optimize system capability and performance, control costs and reduce risk. Here's a look at the enhancements made since June of 2014:

Software Support

24 Major Software Releases

PTC CAD Products and Related Applications
- PTC Creo 3.0
  - Includes Parametric, Schematics, Direct, Simulate, Layout
- PTC Creo Design Exploration Extension
- PTC Creo/Elements Direct 19.0
- PTC Creo Progressive Die Extension (PDX) 9.0
- PTC Creo Expert Moldbase (EMX) 9.0

PTC Windchill
- PTC System Monitor 4.0

PTC Arbortext
- PTC Servigistics InService (formerly Service Center) 6.1

PTC Mathcad
- PTC Mathcad Prime 3.1

PTC Integrity
- PTC Integrity 10.7
- PTC Integrity Asset Library 2.0 (formerly Atego Asset Library)
- PTC Integrity Modeler 8.2 (formerly Atego Modeler/Artisan Studio)
- PTC Integrity Process Director 4.0 (formerly Atego Process Director)
- PTC Integrity Requirements Connector 3.0 (formerly Atego Requirements Synchronizer)

PTC Integrity
- Field Service 10.7
- Service Knowledge and Diagnostics 5.6
- Service Network Management 11
- Service Parts Management 10.7
- Service Suite (iWarranty, iSupport, iService) 4.1

PTC Implementer 11.1

118 Maintenance Releases

PTC Creo and CAD Related Applications
- 64 Maintenance Releases

PTC Windchill & PLM Extended (Integrity)
- 22 Maintenance Releases

PTC Arbortext
- 21 Maintenance Releases

PTC Servigistics
- 11 Maintenance Releases

eSupport

PTC eSupport Portal Named "Top 10 Support Website of the Year"

Your own personalized dashboard, available 24 x 7 on any device and platform for immediate access to your frequently used resources.

NEW! Performance Advisor for PTC Creo

Smart, Connected Products and Support. Leveraging the ThingWorx IoT platform, you now have unprecedented visibility into your PTC Creo-related hardware and software environment. An easy-to-use online dashboard provides insight into important performance and usage metrics.

- Proactive investigation of stability issues for overall users
- Visibility into software versions in use to manage software update plans
- Easily monitor and report the health of your system
- Detailed performance and usage statistics across your organization
- Configurable dashboards for personalized viewing and reporting

NEW! "Smart Search" Engine

We improved your knowledge base search experience.

- Self-learning engine with advanced search query, filtering, and refining
- Auto-suggestion and type-ahead suggestions with popular queries
- Content Types Grouped by Tabs
- Most Popular Articles are Highlighted
- Preview Documents Using the Hover Panel
- Includes PTC Community content with 20,000+ discussions, blogs, and documents
- Knowledgebase includes 45,000+ articles in English, Japanese or Chinese, with ~250 added or modified each week

Improved Knowledgebase Article Feedback Process

- Your voice is heard! Comments are routed straight to the author to help improve the quality of the articles

NEW! PTC eNews and Alerts

The latest technical product and support news proactively delivered to your inbox on a regular basis

Assisted Support

NEW! IoT Specific Support Services

- Platform Support
- Developer Support
- Connectivity Support

PLATINUM Support Desk

Increased focus on High-severity Enterprise Support cases

PLATINUM Online Support

NEW! Enterprise System Health Check visit available

PTC Partner Support (For Select Partners)

NEW! Improved project-specific resolution time

ISO 9001: 2008

Quality Management System Certified for 15 continuous years

UPDATED! Online Customer Support Guide

Comprehensive information about PTC Support features, benefits, policies, and procedures

NEW! PTC Community Support Champion Program

Special recognition of individuals who administer and use PTC products – they are an extension of PTC's own technical support engineers, contributing their time and expertise to be active support champions within the PTC Community.

PTC®

Evolution of Support Services

Support Solutions that Accelerate and Sustain your Advantage

- Software Support
- eSupport
- Assisted Support
- Smart, Connected Support

Personalized

Personalized Support Home Page

- Movable Content and customizable layout
- Product-specific pages and search

NEW! "Smart Search" Engine

A Comprehensive, self-learning engine with advanced search query filtering and refining

"Living" Knowledgebase Articles

- Most re-used shows first
- Rated by customers
- Easily enhanced and revised
- Robust "My Account" to set preferences for how and what information is pushed

Proactive

Guidance

- Tech Tips sessions
- Upgrade & Migration help

Issue Avoidance

- **NEW!** PTC eNews & Alerts
- The PTC Support Advisor eAlert
- Tech Support email Alert
- Tech Support Bulletins posted on product specific eSupport Portal pages
- Push notifications via "My Pending Activity" in eSupport Portal
- Performance Advisor for PTC Creo

Social

Community

- **NEW!** Support Champions Program
- **NEW!** Discussions searchable from the Knowledgebase
- Online Product Enhancement requests Windchill Blog
- Select Tech Support Engineers act as technical moderators in the Community

Social Media

- Twitter; bite-sized Support updates

Social Knowledge

- **NEW!** Customer feedback process to improve Knowledgebase articles
- "Recommended Articles" portlet in the eSupport Portal influenced by customer and Tech Support Engineer feedback

Integrated

NEW! Performance Advisor for PTC Creo

- Powered by IoT and connected to your application, contextually relevant articles are proactively displayed in a dashboard

Support Help

Menu within the application

- Log Case
- Search Knowledgebase

Any-Device Access (BYOD)

- Access the eSupport Portal from your smartphone, iPad, table