Design Group

PTC Windchill PLM Managed Services

Design Group's PTC Windchill Managed Services ensure a secure PLM environment, allowing companies to focus on their core business initiatives. Our Managed Services optimize performance, reduce risk, and help in data protection. With security being critical, our Windchill Managed Services provide PTC's Windchill Critical Patch Sets, and also make sure other security patches are current.

To enhance the user experience and provide easily accessible support, we provide a "Concierge" level experience by dedicating one or more professionals to your business needs.

Managed Services include:

- User Experience Support
- Application Optimization Support
- Continuous Improvement Projects

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User Experience Support

Through our expert team of certified PTC Windchill professionals, your Windchill users can leverage our knowledge of up-to-date industry best practices to maximize individual productivity. Our User Experience Support includes:

- Updating existing Windchill with new functionality if applicable
- Modifying existing or creating new workflows
- Easy-to-use helpdesk ticketing system with case escalation options
- Training of new hires
- Ability to provide 24/7/365 support

Application Optimization Support

Our Windchill Application Optimization Support works as an extension of your IT team, focusing on performance and reliability. Unexpected PLM outages can be avoided by having Design Group monitor key hardware/software performance metrics to ensure that your Windchill application, servers, and data storage systems are running at peak efficiency. When there is an issue, we will provide expert assistance to restore the system to peak performance. As part of our Application Optimization Support program, we provide:

- Application server performance monitoring and tuning
- Informative monthly reports including observations and corrective action plans
- Backup strategy and disaster recovery planning
- Database cleansing and maintenance
- PLM server security patch implementation
- Automated scripts for server backups
- Predictive budgeting

Continuous Improvement Projects

Design Group Windchill experts provide optional services on a per-project basis for your individual company needs. These services include:

- Refreshing test server with production server data
- Configuring Security Assertion Markup Language (SAML) with Windchill
- Configuring Windchill to use HTTPS protocol with SSL encryption
- Setting up a replication site

Design Group operates from 45+ offices in the US and India providing engineering, consulting, and technical services to the world's leading companies in the Food & Beverage, Life Sciences, Advanced Technology, Industrial, and other market sectors. Our nearly 1500 technical and engineering experts have direct industry experience in industrial automation, control system integration, facility and process engineering, architecture, construction management, regulatory compliance, enterprise technology, and other consulting services.