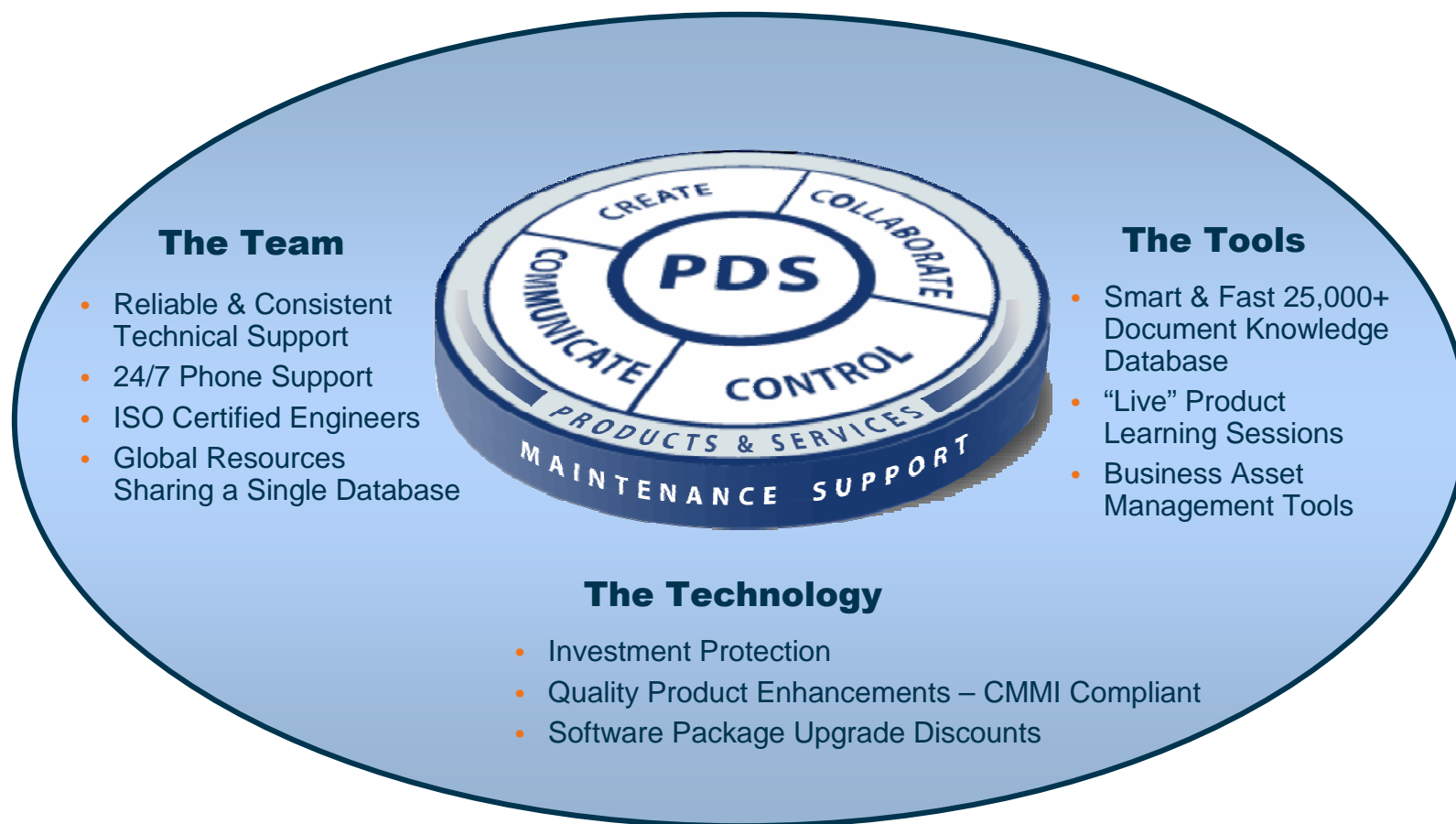


Global Maintenance Support

The Team, Technology & Tools to Support the Product Development System

Achieving and Sustaining Product Development Success



What do PTC customers get for their maintenance dollar? A compelling value proposition

The **TEAM** – Responsive Technical Support

- Responsive Phone Support from +200 Engineers Using 1 Common Database
- Remote Desktop Diagnostics & Resolution

- ✓ ISO 9001:2000 Certified Process - Worldwide
- ✓ Multiple Languages & Time Zones
- ✓ Standard Escalation Procedure
- ✓ Premium Support Options
 - 24x7 Phone Support*
 - Technical Support Account Managers*
 - Weekend Installation Support*
 - Dedicated Technical Support Engineers*
- ✓ Comprehensive Customer Service Guide

The **TECHNOLOGY** – Investment Protection

- Periodic Software Enhancements
- Ongoing Fixes and Performance Releases

- ✓ Free Software Plug-Ins & Parts Catalog
- ✓ Quality Software Development - CMMI Compliant
- ✓ Discounts on Software Package Upgrades

The **TOOLS** – 24 x 7 Support and Productivity

- Call Logger & Call Tracker
- On line Tracking of SPRs
- Online Software Downloads
- **25,000+ Document Knowledge Database**
Technical Points of Interest & Application Notes

- ✓ Natural Language Search & Personalized Alerts
- ✓ Suggested Techniques, FAQs & Help Documents
- ✓ Update Advisor of Fixes Made in New Releases
- ✓ New Product Release Reference Documents
- ✓ Customer Configuration Profile
- ✓ Product Enhancement Request Tool
- ✓ Business Asset Tool
- ✓ License Configuration & Management Tools
- ✓ Live “Tips & Techniques” Webcasts and “How To” Videos

- Not all services available for Arbortext products; refer to Arbortext Support Guide for current support options
- 24 x 5 Telephone Support, Enterprise and Premium Options may not be available from all Maintenance Support Provider Partners
- PLM On-Demand customers should refer to that program’s guidelines

PTC Global Maintenance Support

Top Differentiators – The **TEAM**, The **TECHNOLOGY**, The **TOOLS**

| | | |
|-------------------|---|---|
| TEAM | <ul style="list-style-type: none"> ⊙ PTC 24-hour Phone Support, 220+ Worldwide, ISO Certified Engineers using a single Global Database ⊙ Technical Support Account Managers (TSAM) & Software Update Installation Management (SUIM) ⊙ Local assistance from an authorized PTC reseller to direct you to the best resources for your issue. | <ul style="list-style-type: none"> ➤ Wherever or whenever you need it, PTC Technical Support is ready to help. Dedicated, reliable and consistent staff, including a formal escalation process so managers can follow through until you are satisfied. ➤ TSAMs give you direct access to Engineers and resolutions and SUIMs make the software updating process easy. ➤ Your local reseller is a knowledgeable company that will also guide you to the best PTC resources including Technical Support and Maintenance Support. |
| TECHNOLOGY | <ul style="list-style-type: none"> ⊙ Continuous Productivity Enhancement in Each Software Release ⊙ Commitment to Certified Quality through <i>CMMI</i> ⊙ Exclusive discounts on Software Package Upgrades | <ul style="list-style-type: none"> ➤ You'll find <u>substantial</u> productivity enhancements in each new and maintenance software release. ➤ You can be confident that PTC is one of the only PLM/MCAD software companies that is committed to ongoing <u>quality</u> development processes. ➤ Only PTC gives active maintenance customers exclusive and substantial discounts on Software Package Upgrades. |
| TOOLS | <ul style="list-style-type: none"> ⊙ Smart Knowledge Base with proactive alerts ⊙ Comprehensive Suite of Online Support Tools including Business Asset Management ⊙ Live, interactive and recorded Product "Tips & Techniques" Sessions | <ul style="list-style-type: none"> ➤ Search the 25,000 document Knowledge Base and register to automatically receive alerts when new technical notes and points of interest for your particular software version are added. ➤ Self-guided Web tools help you find answers to your specific issues, log cases and optimize your PTC assets. ➤ Live sessions with PTC Product Managers and Engineers help you maximize your software investment so you're running at peak performance. |

PTC Global Maintenance Support Group Support Packages and Options

Gold Support Package

- 24 hour x 5 day Telephone Support (M – F)
- 2 hour response times (1 hour for Windchill products)
- Software fixes and automatic shipments of new releases
- Anytime access to web based support, learning tools, knowledge database
- Eligibility for discounted software upgrade packages
- Customer Configuration Profile Database
- Access to “Live” & recorded interactive Web Productivity Learning Sessions

Enterprise Support Package

- 24 x 7 Telephone Support with 1 hour response time
- Priority shipment of new version releases
- Technical Support Account Manager** (included for strategic accounts with over \$500K maintenance per year) **
 - Software Upgrade Installation Management (Pro/Engineer products only)

Premium Support Options

- Dedicated Technical Support Engineer
- Technical Support Account Manager**
- Weekend Support
- Software Upgrade Installation Management
 - Pro/Engineer products only

* Not all services available for Arbortext products; refer to Arbortext Support Guide for current support options

24 x 5 Telephone Support, Enterprise and Premium Options may not be available from all Maintenance Support Provider Partners
PLM On-Demand customers should refer to that program’s guidelines