

PTC® Live Global

PTC 118 - PTC Value Roadmap 7.2 and IoT Value Roadmap 1.0 Workshop

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Workshop Objectives

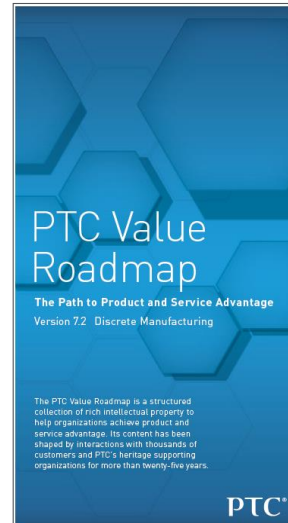
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- Drink beer and connect with colleagues
- Engage with PTC experts on a value driven approach
- Take home a copy of the Value Roadmap

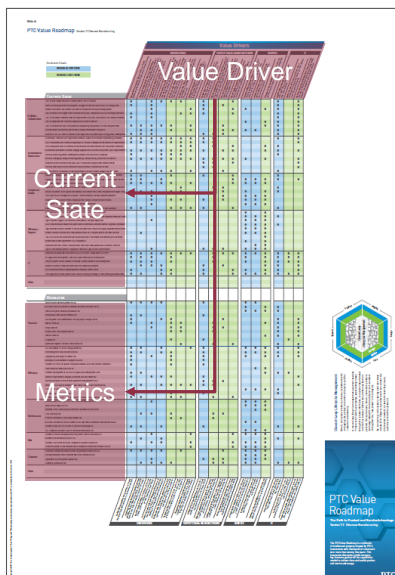


The Path to Product and Service Advantage

- Poster sized discussion guide to connect key business goals with the technology capabilities needed to achieve them
- Defines 26 common business processes, PTC Process Landscape, from Plan, Design, Produce, Operate and Support
- Links value drivers across organizational functions to business processes, common challenges and key metrics



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Value Driver

Organizations pursuing these business strategies...

Current State

... are likely challenged with these limitations ...

Metrics

... and should track these to quantify business value...

4

Value Driver

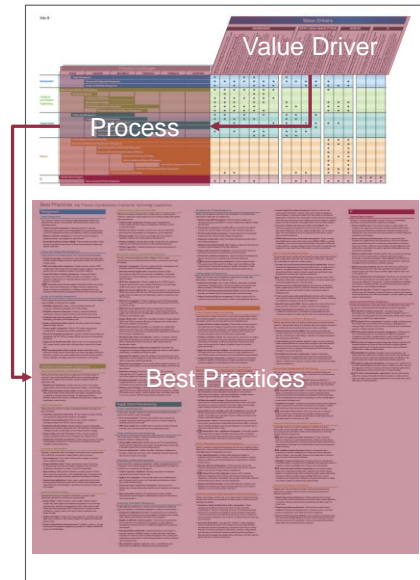
Organizations pursuing these business strategies...

Process

... should likely consider transforming these processes...

Best Practice

... and prioritize these process improvement capabilities ...



Business Value Drivers:

- Reduce Product Cost



Current State challenges:

- Late design changes
- Duplicate parts
- Late cost visibility



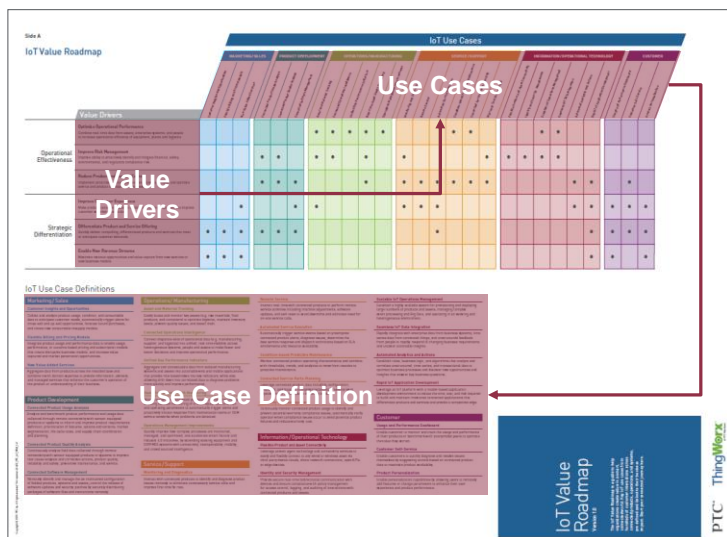
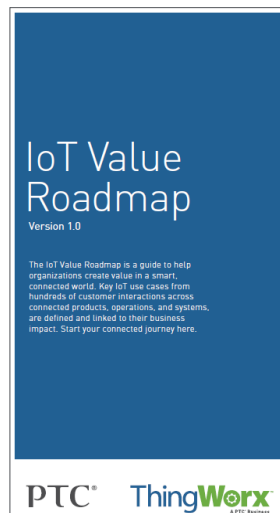
Processes and Best Practices to prioritize:

- **Product Cost Management**
 - Part cost management
 - BoM target costing
- **Verification and Validation**
 - Collaborative test definition and authoring
 - Managed test execution and results analysis
 - Comprehensive test traceability and coverage
- **Component and Supplier Management**
 - Component classification and reuse
 - Supplier qualification and management
 - Sourcing decision optimization
 - New component request



Start your connected journey here

- Poster sized discussion guide to help organizations create value in a smart, connected world
- Defines the top 26 IoT use cases across organizational functions based on hundreds of customer interactions
- Links IoT use cases to existing challenges, relevant metrics, and the business value impact



Value Driver

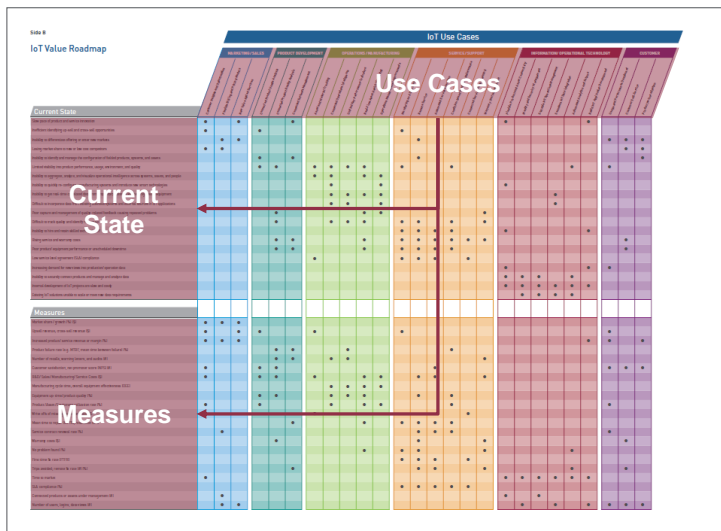
Organizations pursuing these business strategies...

IoT Use Cases

... should likely consider or prioritize these use cases...

Use Case Definitions

... and focus on these key capabilities



Value Driver

Organizations pursuing these use cases...

Current State

... should expect to resolve these existing challenges...

Measures

... and should track these to quantify business value

Automated Service Execution

Description

Automatically trigger service events based on preemptive connected product alerts, diagnose issues, determine the best service response and dispatch technicians based on SLA entitlements and resource availability.

Value Drivers

- Reduce Product and Service Costs
- Improve Customer Experience
- Differentiate Product and Service Offering

Current State

- Inability to hire and retain skilled technical staff
- Rising service and warranty costs
- Poor product / equipment performance or unscheduled downtime
- Low service level agreement (SLA) compliance

Measures

- Customer satisfaction, net promoter score (#)
- Mean time to repair (MTTR); resolution time
- Service contract renewal rate (%)
- First time fix rate (FTFR)
- Trips avoided; remote fix rate (#) (%)
- SLA compliance (%)

- Your feedback is valuable
- Don't miss out on the chance to provide your feedback
- Gain a chance to win an instant prize!
- Complete your session evaluation now

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