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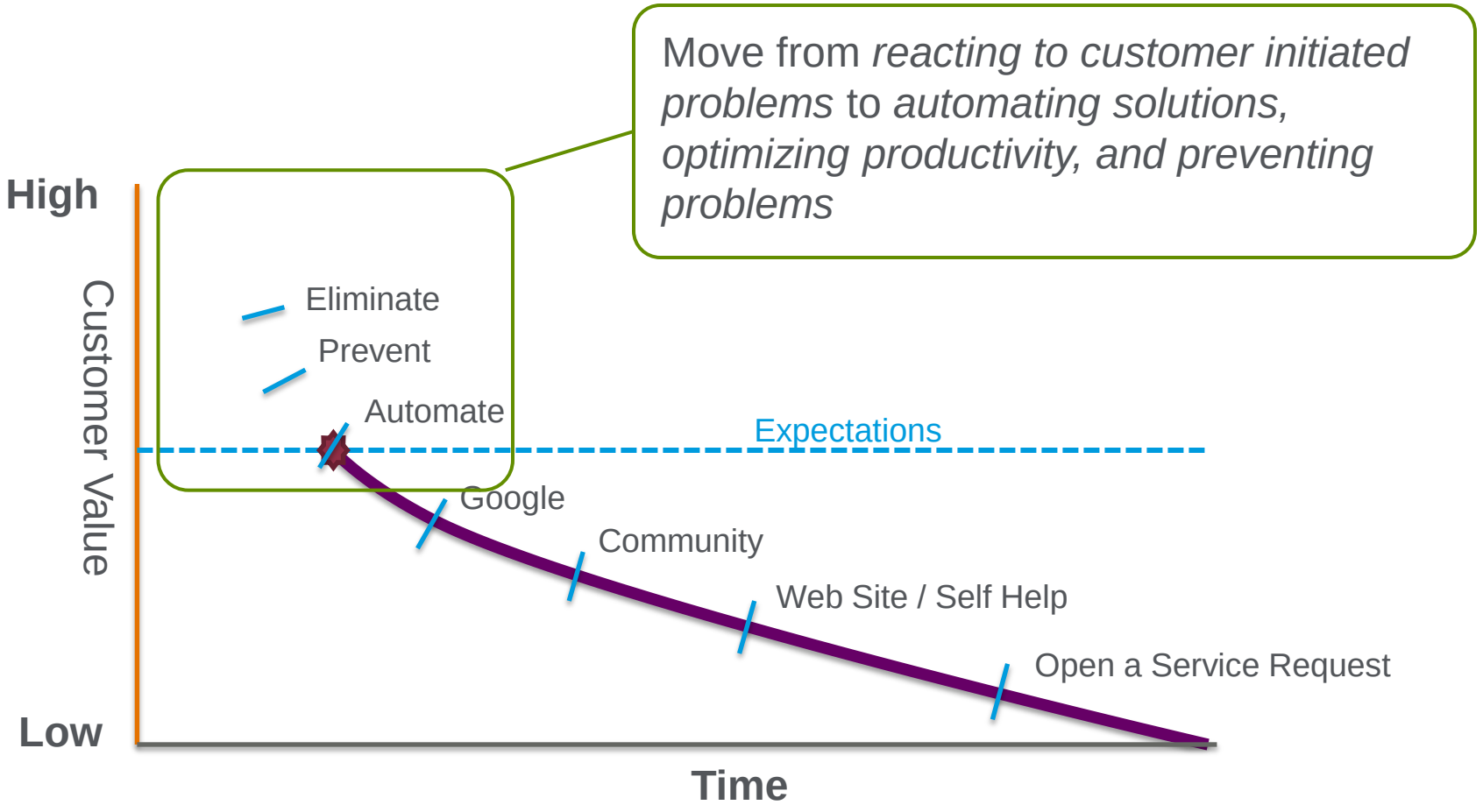
PTC 315- Smart Connected Applications
Digitizing Technical Support Services

Matt Seaman & Stephen Vaillencourt
Technical Support

June 10, 2015

Value Erosion



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Smart, Connected Support

Relieve the Pain

Monitor & Avoid

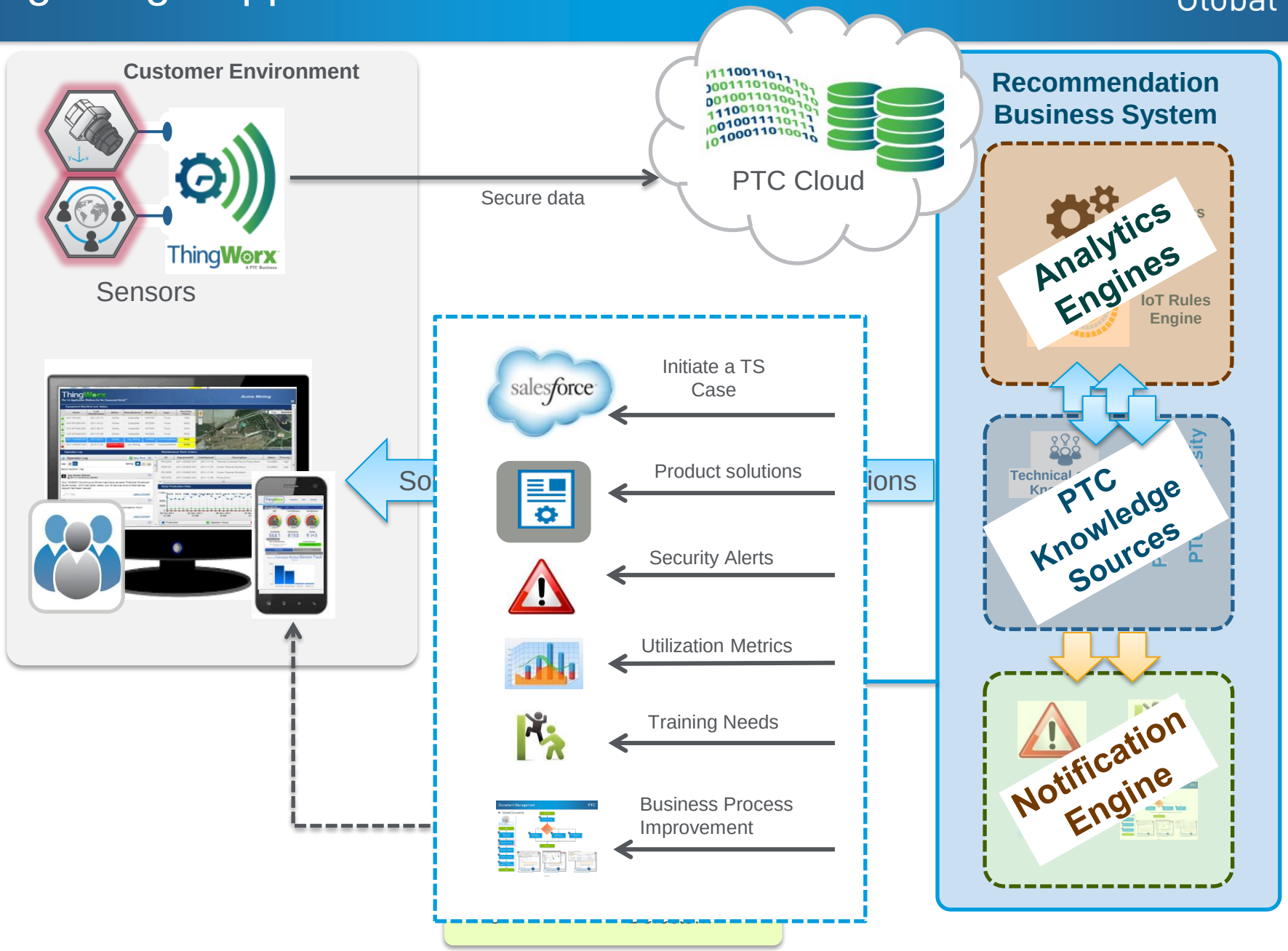
Create Health & Well Being

Reactive Support → Proactive Support → Predictive Support → Optimization

- ***Smart & Connected Products***
- ***Data Analytics***
- ***Collaboration Hub***
- ***Customer Success***

Fast & efficient response minimizes business impact → Data driven health monitoring ensures stability & uptime → Partnership of expertise helps a business optimize → Customer realize the full value of their PTC relationship

Digitizing Support: Connected PTC



Machine Generated Windchill Recommendations

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Both examples based on Real Production data

Cache Recommendations

cache_name	cache_size	overflows	article_number	cache_property	Recommendation
wt.folder.DefaultFolderCache.contai...	200	19500986		wt.folder.cache.containersToCabinet...	400
wt.preference.PreferenceInstanceC...	10000	11109267	CS27612	wt.cache.size.PreferenceCache	see article
wt.access.AclCache	2000	1594481	CS77589	wt.cache.size.AclCache	see article
wt.access.AclCache	2216	479859	CS77589	wt.cache.size.AclCache	see article
com.ptc.core.lwc.server.cache.Enu...	1000	442136	CS97933	wt.cache.size.EnumerationDefinition...	see article
wt.fc.cache.ReferenceCache.WfPr...	50	271427		adjust or add WfProcessCache.Size ...	200
wt.notify.NotificationListCache	200	118376		wt.cache.size.NotificationListCache	400

SQL to Article Matching

sql	elapsedseconds	executions	singleruntime	article
SELECT COUNT(*) FROM QueueEntry A0 WHERE ((A0.idA3A5 = ?) AND ((A0.codeC5 = ?) OR (A0.codeC5 = ?)))	300.965619	416	0.723475	["99.0 : High confidence - Article:100115"]
SELECT 'wt.epm.structure.EPMMemberLink',A0.classnamekeyIDGroupReference,A0.idA3IDGroupReference,A0.annotated,A0.asS...	175.293825	10	17.529383	["98.0 : High confidence - Article:164050"]
SELECT COUNT(*) FROM QueueEntry A0 WHERE ((A0.idA3A5 = ?) AND (A0.codeC5 = ?))	269.656530	878	0.307126	["98.0 : High confidence - Article:100115"]
SELECT COUNT(*) FROM QueueEntry A0 WHERE ((A0.idA3A5 = ?))	114.816778	231	0.497042	["94.0 : low confidence - Article:100115"]
SELECT 'wt.shadow.ShadowBaseline',A0.Checksum,A0.ObjectRef,A0.ObjectRole,A0.ShadowClass,A0.ShadowContext,A0.ShadowT...	3021.481625	1640336	0.001842	["92.0 : low confidence - Article:130564"]
SELECT 'wt.workflow.work.WfAssignedActivity',A0.adSQEN,A0.administrativeLockIsNull,A0.typeadministrativeLock,A0.ale...	14048.406735	79	177.827933	["88.0 : low confidence - Article:100119"]
SELECT 'wt.queue.QueueEntry',A1.administrativeLockIsNull,A1.typeadministrativeLock,A1.args,A1.blob$args,A1.classnam...	146.603453	89	1.647230	["88.0 : low confidence - Article:100115"]
SELECT /*+ PUSH_SUBQ */ A0.blob$entrySetadHocAcl,A0.classnameA2A2,A0.branchIdA2typeDefinitionRefe,A0.idA3A2owners...	606.427800	30	20.214260	["87.0 : low confidence - Article:67251"]

Change the “Service Delivery” Mechanisms

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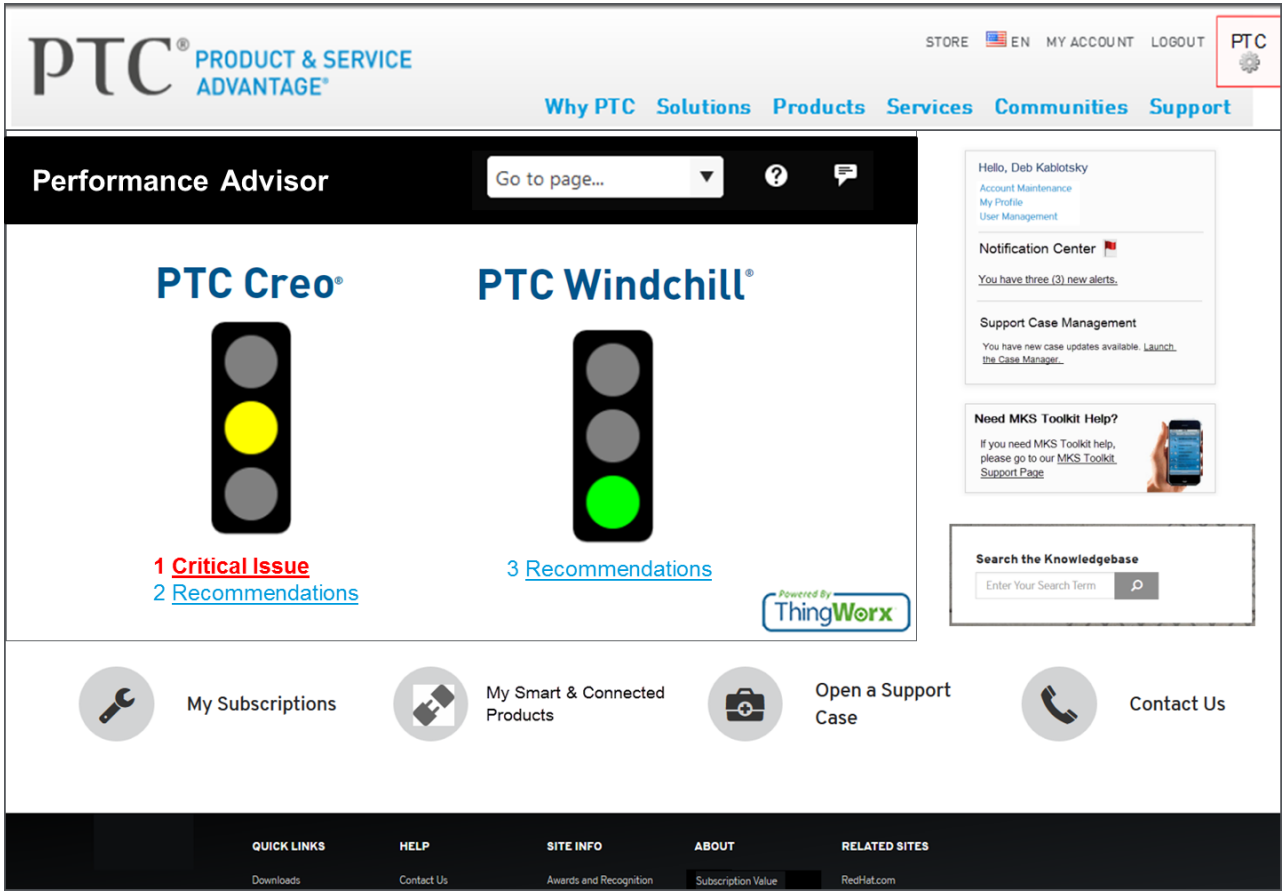
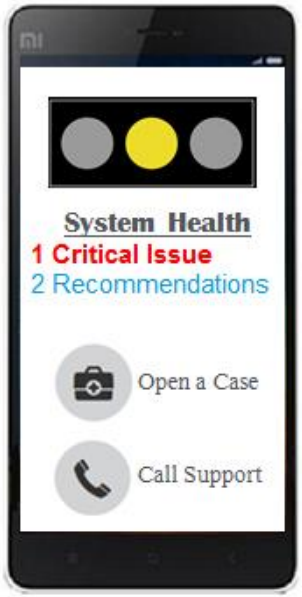
Action Oriented Online Support Hub



Mobile Apps



Product Development Improvement Solution *Approach*

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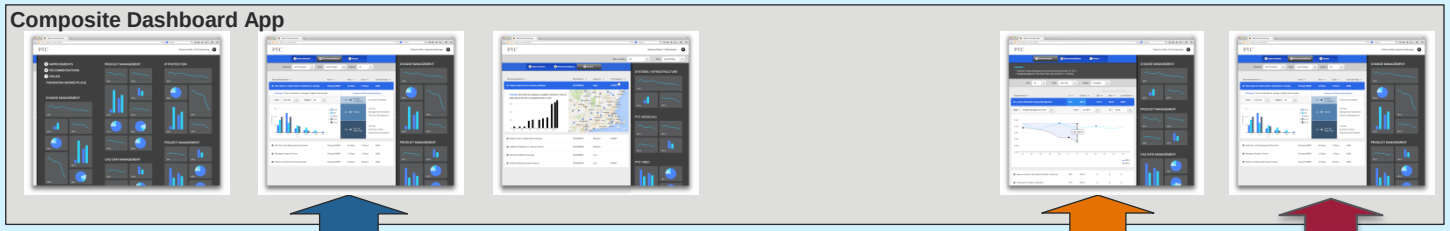
Role Based Dashboard



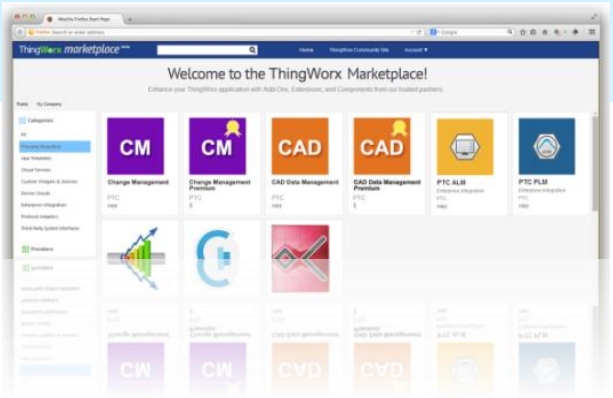
Solution & Process Monitoring Apps

System Health, solutions, alerts, recommendations

…Extended to other solutions and metrics

Non-PTC System Apps

Customer created Dashboards



- ✓ Role, Product, & Service based Apps / Dashboards
- ✓ Customizable Dashboards/Apps to align with business needs

Supports individualization to align with customer's needs offersing increased value

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