## PTC° Live Global

CUST117 - Managing PTC Creo Parametric Stability in Global Business to Increase Design Efficiency

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#### Introducing PTC Creo Parametric stability concepts and stakes

Phlippe Pradoura

#### What is PTC Creo Parametric stability about ?





What is PTC Creo Parametric stability about ?

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## Stability is about session crashes, including frozen sessions killed by users



#### Stability is impacting every one

Bad stability means users loosing time, projects not meeting their costs deadlines ... every one is impacted



## **Time lost**

- Non saved work
- · Restart and resume work
- Complaint management
- Resolution

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## **Quick maths**

500 users x 20 mins/crash x 2 crash/ week x 60 hr = 20 k / week





Costs · Labor cost of time lost

- · Cost of investigations and resolutions
- Project delays in case of severe situation

## But who is impacted by stability, when, where, how otfen ?

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Many different situations : how can we bring a clear understanding of stability to all stake holders ?



Stability varies a lot depending on many factors

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### **Business**

- No crashes
- Immediate resolution
- · Labor cost is worth



#### IT

- 0 crash impossible
- IT priorities, compatibilities
- Cost, resource constraints

### PTC Creo Parametric stability – PTC Creo Performance Advisor

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Breaking news : PTC Performance Advisor has just been released by PTC for PTC Creo Parametric 2.0 & 3.0: Let's look what we learnt and how PTC Performance Advisor can help



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## Foreword on session counts, crashes, stability and maths

Phlippe Pradoura



#### Typical crash indicators

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**Crash rate** in % For a given users / time sample **Crash average** / user / time For a given users / time sample

# **Mean Time to** abn. Exit in Hr

For a given users / time sample







Typical usage and related indicators

TOP 2 TOP 2 CRASH MTTX 5 F Α В С D Ε G Н J Κ L 10 L ς, 2 6 5 7 9 3 5 5 8 14 8 85 13 7 27 17 32 46 19 11 55 23 17 58 98 410 ᢗ᠊ᢏ 0 0 0 0 1 1 1 2 2 3 3 4 17 6 0 0 0 0 1 1 2 2 3 3 1.4 1 4 0% 0% 0% 0% 11% 33% 20% 40% 25% 23% 21% 50% 20% NA (19.0) (11.0) (27.5 11.5 5.7 19.3 24.5 NA NA NA (46.0) 24.1

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## History of stability issue resolution at Schneider Electric

Phlippe Pradoura



#### PTC Creo Parametric at Schneider Electric

Global design collaboration with PTC Windchill PDMLink 9.1 (30+ replicas)



#### PTC Creo Parametric at Schneider Electric

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PTC Creo configurations and logs managed with a home grown system PTC Creo Parametric distributed with Microsoft SCCM



#### PTC Creo Parametric at Schneider Electric

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#### Global crash rate reports are provided every months thanks to trails mining since 2009



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When deploying WF3-Pdmlink we faced a strong issue in increase of crashes leading to strong complaints And we had to carry out improvement plans



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#### But we faced the variability of facilities, individuals, PCs, PTC Windchill, newtorks, data quality



## PTC Creo Parametric at Schneider Electric - Crash monitoring

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#### We had to analyze the reality of each individual user and follow statistics for each site

- Agreed target
   **1 crash / user / week**
- · Monthly individual crash count
- · Individual crash classes
- · Filter out non prod sessions
- · Filter with/without PTC Windchill
- · Priority to big crashers



#### PTC Creo Parametric at Schneider Electric – Crash monitoring

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15 Monthly crash average for 6 sites Setup of trend charts for facilities Site X 10 · Monthly crash average · Monthly count of suffering users 5 02 8 8 05 90 07 Ξ 5 02 80 8 8 6 2 **IMPROVED TRENDS for site X** 50 Monthly count of users with 16+ crashes for 6 sites 40 — Site X 30 \_ 20 10 0 3 03 03 4 ġ 2 S 90 5 6 3 Ħ Ħ 2 8

#### Schneider Electric had to analyze the reality of each individual user and follow statistics for each site

#### Crash reduction at Schneider Electric - Factors and timeline



- Data Quality
- WF5 M120
- X64 introduction



#### Crash reduction achieved

#### Business complaints reduced

Measured satisfaction of R&D Systems in annual Corporate Quality Survey for past 5 years – 900 answers avg / year



### PTC Creo Parametric at Schneider Electric – Lessons learned

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#### During the execution of those action plans we have learned a lot

- PTC trusted error codes
- Individual MTTX Satisfaction classes
- 18 months Satisfaction trends
- < 5 days reactivity to low satisfaction
- Advanced filters (Geography, Windchill, relevant sessions/users)
- Automated satisfaction mesurement



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### New Schneider Electric stability monitoring system

Josh Houser

New Schneider Electric stability monitoring : Exit Logger is the fundation



#### New Schneider Electric stability monitoring at a glance

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#### A global stability monitoring system has been implemented based on PTC Exit Logger



Schneider Electric satisfaction targets in regard of individual MTTX



#### Schneider Electric new charts 1 of 3



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## Schneider Electric new charts 2 of 3

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#### Schneider Electric new charts 3 of 3

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#### New Schneider Electric stability : pros and cons

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# GOOD

- Out Of the box
- PTC trusted
- Daily updates
- Agreed targets
- Advanced charts <u>
   <sup>n</sup></u>
- Advanced filters
- Concurrent access

# **EXPENSIVE**

- Long & costly to setup
- Big infrastructure
- Servers management
- Custom components
- Updates

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### Moving forward in PTC Creo Parametric stability monitoring

Josh Houser

When a company is managing a PTC Creo Parametric user base at a large scale it is mandatory that its IT team manages correctly **PTC Creo Parametric distribution and configuration** and **monitors the sessions and crashes** in order to maintain over time a level of crashes well **tolerated** by product and project teams.

#### Start monitoring sessions and crashes now

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You must use the PTC Performance Advisor because it provides the most expensive components

- Free
- PTC trusted
- Global
- No infrastructure
- PC details included
- No latency

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We think the PTC Performance Advisor has a huge potential for further & advanced analysis



#### Once you are started with PTC Performance Advisor

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## REMEMBER

- Average with "moderation"
- Variabilities
- Internal acceptance agreement
- Software distribution and configuration management
- Be proactice on low stability

# **JOIN WITH US**

- Network with us
- Ask more to PTC with us
  - ✓ Geography / Facility filters
  - ✓ PTC Windchill / Organisation filters
  - ✓ 18 months history
  - ✓ Individual MTTX classes
  - ✓ Advanced statistics
  - ✓ Custom dashboards
  - ✓ Custom alerts and thresholds



# **Questions**?



- 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





