

Performance Advisor for PTC Creo[®]

Smart, Connected Products and Support

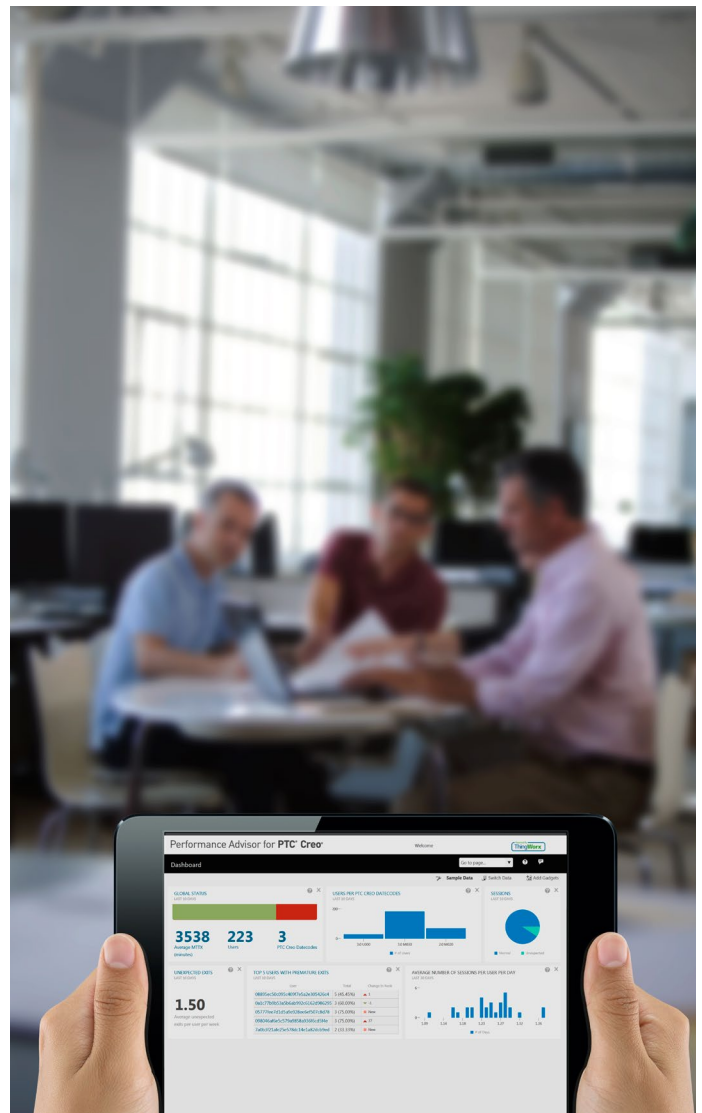
The new Performance Advisor for PTC Creo leverages the ThingWorx IoT platform to give you unprecedented visibility into your PTC Creo-related hardware and software environment. An easy-to-use online dashboard provides insight into important performance and usage metrics.

- Proactive investigation of stability issues for individual users & teams
- Comprehensive visibility into software versions in use to manage software upgrade plans
- Easy monitoring and reporting of the health of your system
- Quick access to performance and usage statistics across your organization
- Personalized Dashboards for viewing, reporting and trend analysis
- Automated stability recommendations (coming in June!)



With this new Support tool the answers come to me. The Performance Advisor and a connected Support strategy are going to be a game changer for administering PTC products.”

- Mike Bosworth, PLM/CAD Admin, BAE Systems



Active Support customers can access the dashboard directly from the eSupport Portal, under the “My Company” tab.

Performance Advisor for PTC is compatible with PTC Creo 3.0 M030 (or later) and PTC Creo 2.0 M150 (or later).

Benefits to CAD Administrator and User

Optimize System Performance	Maximize Productivity	Control Costs	Reduce Risk
Proactive insights for increased system stability	Better manage your entire environment	Optimize IT Resources to change from “fire-fighting” to business process improvement	Enable full utilization of latest software to protect IP & data from security threats
Increased admin & support efficiency to deliver timely resolutions	Ensure full utilization of capability and functionality to improve product design	Maximize software utilization for higher overall ROI	Stabilize a complex application environment to protect your investment
Ensure system compatibility	Increase productivity to meet project deadlines and improve time to market	Investment protection through increased uptime	Identify migration and upgrade needs
Meet needs and expectations of the user community	Visibility into performance & user metrics for “corrective-action” before impacting productivity	On-budget performance through an optimized support strategy	Formal data privacy process that is Customer opt-in with PTC, your trusted business partner

Business Improvements

With a unified software and support environment

Save Time:

- No need to log technical support cases to get issues resolved
- Fast access to diagnostics and resolutions
- Increase uptime and productivity

Save Money:

- Proactively optimize system performance
- Optimize IT resources
- Maximize software utilization
- Improved quality of Technical Support processes



It allows us to pinpoint problems sooner, see trends, and react to potential issues more efficiently with the limited resources that we currently have. These tools allow us to be proactive rather than reactive, further reducing the total cost of ownership to the company and ensuring the end users have the right tools at the right time.”

- Lee Hughes, Global CAD/PLM Admin, Kohler Co.