

myPDS Star Support Support & Services Packages

Our support is here to help. We offer a variety of support packages that are tailored to your specific needs. We know that everyone's needs are different, so we make sure to deliver the right level of support for you. We'll make sure that you have the help you need so that you can focus on what's important.

	ACTIVE CUSTOMER SUPPORT	STAR SUPPORT: DESKTOP	STAR SUPPORT: ENTERPRISE	MANAGED PLM SERVICES	MANAGED SAAS SERVICES
SERVICE DESK FEATURES					
Support for...	Licensing & Software Issues	Desktop Software	PLM & Desktop Software	Production PLM	SaaS PLM & Dependents
SLA				99%	99%
Service Desk Support	8/5	8/5	8/5	24/7	24/7
PTC Knowledge Base	✓	✓	✓	✓	✓
PTC Issue Tracking	✓	✓	✓	✓	✓
US Hosted Support Systems	✓	✓	✓	✓	✓
Majority US Support Staff	✓	✓	✓	✓	✓
SUPPORT FEATURES					
PTC License Management	✓	✓	✓		
PTC Desktop Software Installation		✓	✓		
PTC Server Software Installation	DEDICATED SERVICE PROJECTS ONLY				
PTC Software Support	✓	✓	✓		
Mentoring		✓	✓		
CAD System Administration		✓	✓		
PLM System Administration			✓		
Upgrades & Process Improvements	DEDICATED SERVICE PROJECTS ONLY				
On-site Services	DEDICATED SERVICE PROJECTS ONLY				
Non-PTC/Non-PDS Software Support			PLM Components	Defined System	Defined System
PLM SYSTEM GOVERNANCE					
Monthly Proactive Maintenance			Optional	✓	✓
Monthly Steering Committee Review				✓	✓
System Status Page				✓	✓
Managed System Documentation				✓	✓
Managed System Change Control				✓	✓
Roadmap Planning				✓	✓
Dedicated Solution Architect				✓	✓
Proactive System Monitoring				✓	✓
BILLING					
Billing Structure	Free	Hourly	Hourly	Fixed Monthly	Fixed Monthly
COST	\$0	STARTING UNDER \$1000	STARTING AT \$5000	ANNUAL \$37000+	ANNUAL \$72000+

Pricing and packages are valid in The United States and Canada only. For more information, please contact your account manager or sales_na@pdsvision.com.