

# Performance Advisor for PTC Windchill®

SMART, CONNECTED PRODUCTS AND SUPPORT

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

- Easy monitoring and reporting of the health of your PTC Windchill environment
- Quick access to performance and usage statistics across your organization
- Detailed monitoring of PTC Windchill license usage
- Comprehensive visibility into software versions in use to manage software upgrade plans
- Enables proactive issue reporting and detailed investigation\*
- Proactively provide approved solutions to identified issues\*
- Personalized Dashboards for viewing, reporting and trend analysis
- Easy access through the same eSupport Portal your team use today

## Performance Advisor for PTC Windchill

Active Support customers can access the dashboard directly from the [eSupport Portal](#), under the “My Company” tab.

Performance Advisor for PTC Windchill is compatible with:

- PTC Windchill 11
- PTC Windchill 10.2\*



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 administrating PTC products.”

Mike Bosworth  
PLM/CAD Admin, BAE Systems Co.

\*Planned availability Spring 2016



Benefits to PTC Windchill Administrator

Optimize System Performance	Maximize Productivity	Control Costs	Reduce Risk
Proactive insights and recommendations for increased system stability	Dashboard access to help better manage your enterprise systems	Optimize IT Resources to change from “firefighting” to business process improvement	Identify upgrade needs
Increased admin & support efficiency to deliver timely resolutions	Decrease incident rates	Track license utilization	Stabilize a complex application environment to protect your investment
Proactively avoid enduser performance issues	Increase productivity to meet project deadlines and improve time to market	Investment protection through increased uptime	Compare system configuration and information against peers
Insight into system growth	Visibility into performance metrics for “correctiveaction” 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



This new Support tool 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.

Business Improvements

With a unified software and support environment

Save Time:

- Proactive insights and recommendations for increased system stability
- 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

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