CONCORD PROGRAM

The Concord Program is a Windchill and Thingworx administration service that maintains stable PLM and IoT environments, improves sluggish performance, increases system uptime, and ensures your secure and up-to-date Windchill and Thingworx System.

Expert PTC Windchill & Thingworx System Administration

The DRIVEN-4 Concord Program is designed to provide on-going technical support, business process consulting, and mentoring services on a monthly basis. There are multiple levels of support available to suit your organization's specific needs.

Concord Program	Silver	Gold	Platinum
Single Site Support	●	●	●
Global Site Support	●	●	●
Phone Support for Onsite Admins	●	●	●
System Monitoring	●	●	●
Performance Monitoring & Tuning		●	●
Visualization Monitoring		●	●
Server Side Errors Resolution		●	●
System Cleaning	●	●	●
Deployment & Release Planning		●	●
PTC Liaison Support		●	●
Remote Application of Patches			●
Annual Performance Tuning		●	●
PTC Windchill License Auditing	●	●	●
24x5 or 24x7 System Critical Support			●
Major Upgrade Planning		●	●
Major Upgrade Implementation			●
Quarterly Diagnosis Testing		●	●
Security Vulnerability Checks	●	●	●
Build Management (DevOps)			●
Business Process Consulting			●
Backup and Disaster Recovery			●

- Increased Agility
- Optimum Value Model
- Increased Quality
- Secured Compliance
- Simplified Business
- Enable Innovation
- Cost Reduction
- Experts Network

DRIVEN-4

ptc partner network