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TAKE CONTROL OF YOUR PRODUCT DEVELOPMENT

The New Support Tools

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Maintenance challenges with Creo Parametric & Windchill Pdmlink

- Large quantiys of information to look through
- The system environment is using several different softwares that needs to fit together
- The maintenance is very important due to the fact that the systems is business-critical
- The users is often just aware of major & critical issues when the arise, but not aware of minor undetected ones
- Software/Hardware issues

The new administrative tools

- Creo Parametric Performance Advisor

- PTC System Monitor

-Improved uptime
-Optimized system performance
-Issue avoidance and faster resolution
-Improved adoption and innovation

Provides operational insight to increase Admin and Creo user productivity by sending data to PTC's ThingWorx platform and presenting aggregated issue visibility and resolutions in an Admin-focused dashboard.
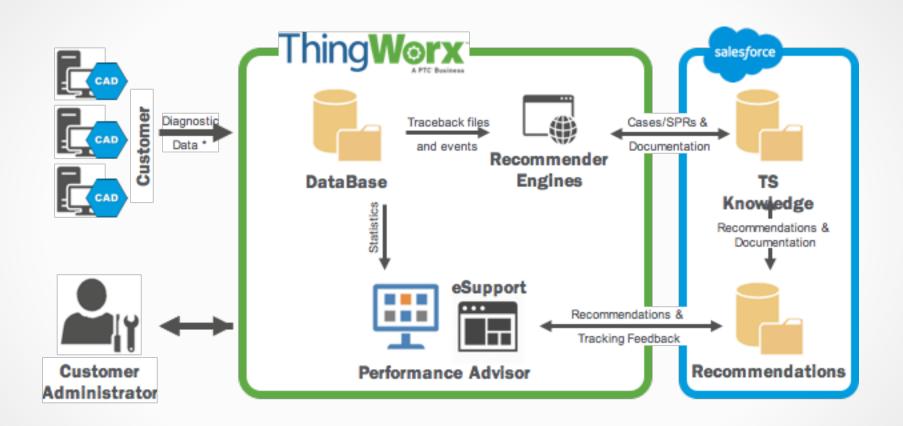
What is the Performance Advisor for PTC Creo?

- Allows PTC to match specific issues with known resolutions
- Provide visibility to application version and environments
- Data helps recognize trends across the entire user base
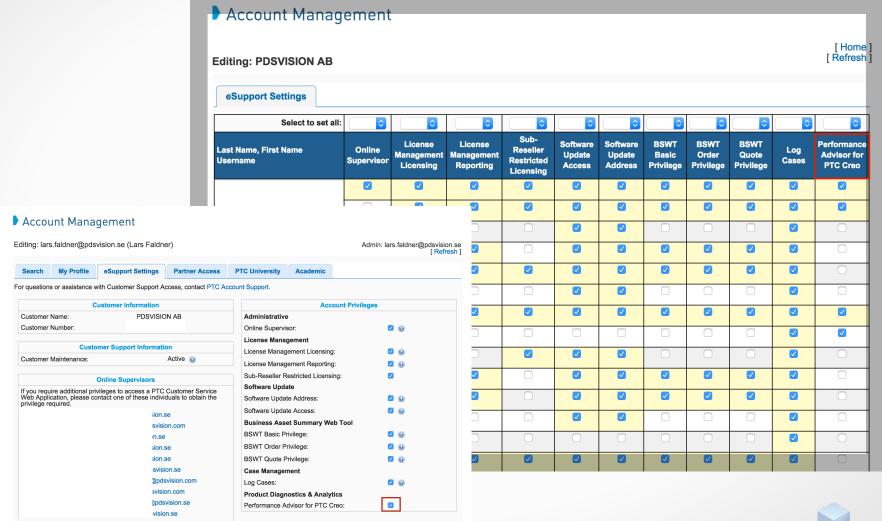- A proactive way to improve system performance and user productivity.

Performance Advisor for PTC Creo Architecture

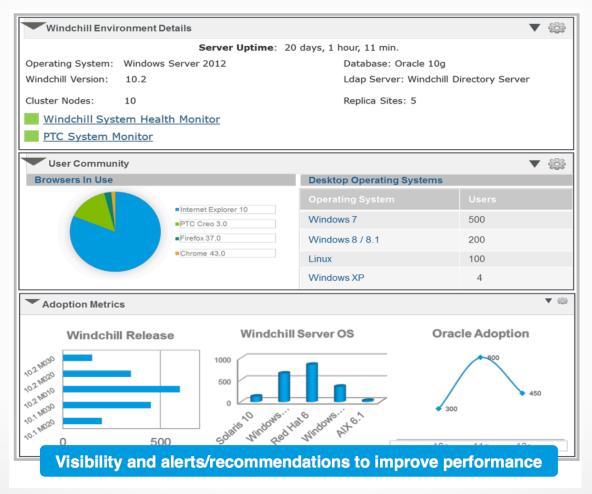# Performance Advisor for PTC Creo Architecture

Performance Advisor for Windchill PDMLink 11

Upcoming product

Windchill Environment Details

Server Uptime: 20 days, 1 hour, 11 min.

Operating System: Windows Server 2012

Windchill Version: 10.2

Cluster Nodes: 10

Database: Oracle 10g

Ldap Server: Windchill Directory Server

Replica Sites: 5

Windchill System Health Monitor

PTC System Monitor

User Community

Browsers In Use
- Internet Explorer 10
- PTC Creo 3.0
- Firefox 37.0
- Chrome 43.0

Desktop Operating Systems

Operating System	Users
Windows 7	500
Windows 8 / 8.1	200
Linux	100
Windows XP	4

Adoption Metrics

Windchill Release

Windchill Server OS

Oracle Adoption

Visibility and alerts/recommendations to improve performance

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The regular user experience

- ”The system doesnt work”
- "The system is slow”
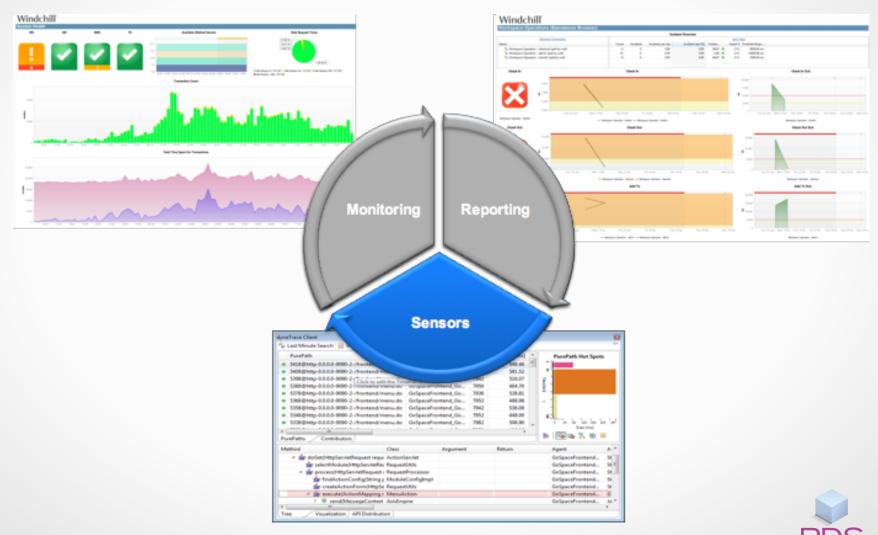
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The systems administrations reality

- Hardware performance (Servers, switches, hubs etc etc.)
- Database performance
- Network setup
- Firewall
- Software specs
- Browser performance
- Etc etc.

PTC System Monitor Features

PTC System Monitor - PSM

PTC System Monitor Features

Business Value

Plug-n-Play
Easy to install
Configured for Windchill & Integrity

Fast Time to Value
Fast deployment

Always On Monitoring
Host and Application Health Status
Pre-configured Alerts, Notifications

Proactive
See issues before they impact users
Identify scope and prioritize issues
Increase Application Availability

Diagnosis
Deep visibility into code level
Trace and capture across tiers

Reduced Cost of Ownership
Faster time-to-resolution
Reduced troubleshooting and monitoring effort

Reporting
Track business critical transactions
Trending and correlation through time

Meet Business Needs
Assure optimal performance
Meet Service Level Agreements

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PSM System Requirements

- Operating System: x64 Linux, Windows, Solaris, AIX
- CPU Requirement: 2 - 4 cores
- Memory Requirement: 8 - 16GB
- 20+ GB disk space storage