

GET TEAMCENTER RUNNING AT OPTIMUM PERFORMANCE

It may seem attractive to attempt to absorb Teamcenter™ system maintenance, optimisation and backup functions into your company's existing roles and responsibilities, but you need to carefully evaluate the cost that doing these non-core-competence tasks introduce for your business, against the distraction and investment that's required to stay up to date and deliver best practice over time.

PLMA is committed to the through life support of our customers' Teamcenter environments and believe that our Teamcenter system management packaged services, provided by our experienced industry experts, can provide you with significant value and ensure your peace of mind through knowing that Teamcenter is being fully maintained, optimised and recoverable.

Summary of Teamcenter Packaged Services

		Days
TCS00030	Teamcenter Systems Administration Package	Annual
TCS00020	Teamcenter Maintenance Package	Annual
TCS00010	Teamcenter Backup and Disaster Recovery Package	Annual

TCS00030 • Teamcenter System Administration Package • Annual • *Free up your time to focus on delivering your core business*

These services provide an ongoing process to manage and monitor your Teamcenter application over a 12 month period. This allows you to focus your company's resources on what you do best, while tapping into PLMA's resources for PLM expertise. System administration activities are performed in a well controlled and defined manner; edits are evaluated, tested, documented and made so that changes are planned, traceable and can be rolled-back under the right circumstances as required.

PLMA will manage your entire Teamcenter solution (people, access and functionality are all taken care of) on a regular basis, delivering a cost effective, scalable, flexible and secure environment, allowing your organisation to use its budget more effectively and focus on your core business processes. Here's just some of the areas we will assist with: security administration to ensure controlled access to your IP, creation and management of virtual projects, business rules, interface, search queries, reports, workflow processes, the management of BMIDE, optimisation of NX integration, troubleshooting, audit traceability on key actions, overall system optimisation and delivery of regular reports.



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Contact your account manager to discuss which of the following Teamcenter packaged services are suitable to help you be more productive in Teamcenter and to find out more detailed information.

TCS00020 • Teamcenter Maintenance Package • Annual • *Improve the performance of Teamcenter and ensure effective and efficient operation*

This is a complete package to monitor and manage your Teamcenter production system, taking proactive action to ensure effective and efficient operation. Teamcenter is easy to use and administer and 'off the shelf' manage the sophisticated and interrelated technologies, from the Teamcenter application itself to Relational Database Management Systems. Over time however, all systems require maintenance to ensure their continued operation at peak performance, and if this maintenance is done on an ad hoc or incomplete manner, your data is at potential risk and you will not be operating efficiently.

PLMA will provide planned and scheduled system maintenance to monitor, identify, assess, report and track issues then execute required actions that could impact performance. This results in a clean and healthy system actively protecting your data with sustained or improved performance over time.

Services include: clean Teamcenter sessions removing general and difficult to diagnose problems; clean cached files no longer referenced; cleanup of users from the system; create new catalog on frequently used attributes for significant performance gains; snapshot users currently connected to Teamcenter for license management; report, review and action any data identified as potential junk; identify, clean and repair any corrupt data; repair any Teamcenter catalogs identified as missing; identify and clean up tasks/versions of files in volumes/volumes Teamcenter no longer requires; report on volumes; identify and recommend file system storage management improvements; troubleshooting (examine logs to identify and correct any problems to the maintenance – this is a key component to ensure performance is preserved); regular reports tailored to your needs.

TCS00010 • Teamcenter Backup & Disaster Recovery Package • Annual •

Ensure peace of mind knowing your Teamcenter IP is protected and recoverable at a moment's notice

This package provides you with the ability to secure your IP investment. Backup is the defence against data loss, providing a way to restore data in the event of accidental or malicious data deletions and in extreme cases, a disaster. Recovery is the test and verification of the backup, leading to the peace of mind that comes from knowing you are protected from the lost revenue, reductions in productivity, damaged goodwill and unnecessary or unplanned costs you could experience if, only after a disaster, you discover your backup is corrupt or not up-to-date.

PLMA will setup and then perform a cycle of activities and processes to monitor, control and regularly verify that backed up Teamcenter data is recoverable through testing and drills, over a 12 month period. A backup is simply a representative copy of data. A Teamcenter backup, whilst still a copy, must include various elements such as the database

and the files people create and work with inside the Teamcenter system. Further, and crucially, a Teamcenter backup must also be synchronised so that the copied elements retain the structure required to allow them to be rebuilt (i.e. recovered) in the event of any deletions or a disaster.

Services provided by PLMA include: planned and scheduled online or offline backup, Oracle or MS SQL backups, database backup including tables, logs and other critical information, backup validated (execution, location, duration, size, storage, etc.), Oracle or MS SQL Server health checks (performance, capacity, growth, etc); troubleshooting (examine logs to identify and correct any problems to the backup – this is a key component to ensure you can recover data); optimisation (review and determine where improvements can be made, especially important in 24X7 sites); regular reports tailored to your needs.

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