Windchill Support & Hosting Services

Eccellent Solutions

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Windchill Managed Services

PLM (Product Lifecycle Management) systems, as you well know, are very complex not only in what they do, but also in how they are structured and run. Hiring full-time IT resources with PLM and/or ERP experience to manage your enterprise application solution can be very expensive and most internal corporate IT departments are just focused with keeping the hardware and infrastructure that your company uses every day running.

THIS is where we come in...

Eccellent Solutions are experts in running enterprise applications whether the applications are hosted through us or installed on a server at your facility. We have the experience to manage the complete solution and provide you with the freedom to manage the business side without having to worry about performance, up time, and disaster recovery. We also can provide you with a consulting partnership for all those high-end projects that need to get done.

Our World-Class Windchill Support

Includes:

- ⇒ Windchill On Premise or Hosted services
- ⇒ Real-time Monitoring and corrective action of Windchill System Health
- ⇒ Perform Regular Patching & Maintenance
- ⇒ Customer Portal and Live Helpdesk
  - ⇒ 24-hour Emergency Support Available
- ⇒ System Administration
  - ⇒ Automated Log Analysis & Review
  - ⇒ Network Performance Analysis
  - ⇒ On-going Performance Tuning
  - ⇒ User Issue Correction (PLM & CAD)
- ⇒ Backup & Recovery

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Windchill Managed Services

	On Premise	Hosted		Enterprise
	MONTHLY PRICE STARTS AT:	DEDICATED	ON DEMAND	MONTHLY PRICE STARTS AT:
	$5,750 per Month	$7,750 per Month	$1,500 per Month	$9,750 per Month
Windchill Maintenance & Monitoring	✦	✦	✦	✦
Windchill System Administration	✦	✦	✦	✦
Windchill Helpdesk Support	✦	✦	✦	✦
Windchill Hosted Application	-	✦	✦	✦
Windchill Hosted Remote Fileserver	-	✦	✧	✦
Windchill Hosted Publisher	-	✦	✧	✦
MIDAS Reporting & Business Intelligence*	-	✧	✧	✦
Workflow Basic Consulting	-	✧	-	✦
Custom Project as a Service**	-	✧	-	✦

✦ Included

✧ Optional

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*MIDAS is a Reporting Suite that is integrated into Windchill and is managed by Eccellent Solutions. Customers on 'Enterprise' support will be able to request reports through the helpdesk A

** Project as a Service allows customers to take any fixed priced project such as iPLM Project Consulting, ERP Integration (Select ERP system only), or other fixed price project.

GET IN TOUCH

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