

# Alliance Program

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

## Expert PTC Windchill System Administration

The EAC Alliance 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.

<i>Alliance Packages:</i>	Silver	Gold	Platinum
Single Site Support	●	●	●
Multiple U.S. Site Support		●	●
Global Site Support			●
Phone Support for Onsite Admins	●	●	●
System Monitoring	●	●	●
System Cleaning	●	●	●
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			●
Quarterly Onsite Mentoring			●
Deployment & Release Planning			●
Business Process Consulting			●