



# EAC ALLIANCE PROGRAM

## EXPERT WINDCHILL SYSTEM ADMINISTRATION

The EAC Alliance Program is designed to provide on-going technical support, business process consulting, and adoption services on a monthly basis. Multiple levels of support are available to suit your organization's specific needs. EAC's Alliance Program is available in three tiers.

### SILVER

#### STANDARD CONTENT

WC Application Management  
Administration Support

#### RECOMMENDATIONS

Under 100 Users

Up to 2 Servers

Single Site

1 WC Admin

No Integrated or Special  
Modules Deployed

#### EXCLUSIONS

Navigate, ThingWorx, EAC Apps,  
Project Manager, Included  
Upgrades, User Mentoring

## \$2,200

PER MONTH

### GOLD

#### STANDARD CONTENT

Expanded SILVER +  
Business Process Consulting

#### RECOMMENDATIONS

100-200 Users

3 Servers

2 Locations

2 WC Admins

Navigate, Arbortext, or Multi-Site  
Replication Modules Deployed

#### EXCLUSIONS

Integration to Customer  
Ticket System, Product Server  
Deployment Assist, DB Space  
Management

## \$4,950

PER MONTH

### PLATINUM

#### STANDARD CONTENT

Expanded GOLD +  
System & PLM Oversight Support

#### RECOMMENDATIONS

Over 200 Users

Over 3 Servers

Over 2 Locations

Over 2 WC Admins

Multiple Modules Deployed of  
Navigate, Arbortext, Multi-Site  
Replication

#### EXCLUSIONS

Modification of Custom Windchill  
Code, 'Included' ThingWorx  
Alliance

## \$11,000

PER MONTH

SILVER	GOLD	PLATINUM
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## STANDARD PRODUCT TIERS & ADDITIONAL OPTIONS

Rehost Windchill	✓	Standard	Standard
Workflow Administration Guidance	✓	Standard	Standard
Database Maintenance	✓	✓	✓
Remote Monitoring	✓	✓	✓
CreoView Publishing	✓	✓	✓
Windchill/Creo Integration Support	✓	✓	✓
Windchill Upgrade <small>*3 year contract minimum required, only one upgrade permitted per contract</small>	✓	✓	✓
Replication Server Maintenance	✗	✓	✓
ThingWorx Navigate Oversight	✗	✓	✓
Arbortext Oversight	✗	✓	✓
ThingWorx Navigate Maintenance	✗	✗	✓
ThingWorx Platform or 3rd Party Application Support	✗	✗	✗
Direct End-User Technical Support, CAD Mentoring, or Windchill Mentoring	✗	✗	✗

Select available options from this list to enhance the Alliance Package that is right for you. The checkmarks in the table signify optional items that may be added at the additional fixed cost pricing in qualifying accounts and environments.

## THE BENEFITS TO YOU

- A Stable PLM Environment with more up-time & greater productivity
- Faster System Performance with process and system productivity
- Continuous Improvements with the latest software updates
- Lower Cost of up-keep

OUR CUSTOMERS SEE  
AN AVERAGE  
**SAVINGS OF 50%**  
WHEN CHOOSING EAC  
TO MANAGE THEIR SYSTEM ADMINISTRATION  
VERSUS HIRING AN INTERNAL ADMINISTRATOR