



EAC ALLIANCE FOR CREO

EXPERT CREO SYSTEM ADMINISTRATION

The EAC Alliance for Creo Program is designed to provide on-going technical support and management, to enhance the dependability and accuracy of Creo systems. Multiple levels of support are available to suit your organization's specific needs. Alliance 1.0 for Creo is available in three tiers.

SILVER

STANDARD CONTENT

- Core Creo Application Management
- Administration Support
- New User Set-Up
- Lunch & Learns

RECOMMENDATIONS

- Under 15 Users
- 1 Creo Admin

EXCLUSIONS

- Custom Creo Code Modifications
- Time & Material or Variable Scope Projects

\$1,760

PER MONTH

GOLD

STANDARD CONTENT

- Expanded SILVER +

RECOMMENDATIONS

- 15-50 Users
- 2 Creo Admins

EXCLUSIONS

- Custom Creo Code Modifications
- Time & Material or Variable Scope Projects

\$3,850

PER MONTH

PLATINUM

STANDARD CONTENT

- Expanded SILVER +
- User Adoption & Best Practices

RECOMMENDATIONS

- Over 50 Users
- Over 2 Creo Admins

EXCLUSIONS

- Custom Creo Code Modifications
- Time & Material or Variable Scope Projects

\$6,600

PER MONTH

SILVER**GOLD****PLATINUM****STANDARD PRODUCT TIERS
& ADDITIONAL OPTIONS**

Creo Admin & License Management	Standard	Standard	Standard
Ticket Support & Reporting	Standard	Standard	Standard
Bi-Monthly Check-Ins	Standard	Standard	Standard
Lunch & Learn Sessions	Standard (4 sessions/year)	Standard (8 sessions/year)	Standard (12 sessions/year)
User Adoption & Best Practices	✓	✓	Standard
Creo Upgrade	✓	✓	✓
Creo Training Sessions	✓ (12x4 hour blocks)	✓ (24x4 hour blocks)	✓ (48x4 hour blocks)

Select available options from this list to enhance the Alliance 1.0 Creo Package that is right for you. The checkmarks in the table signify optional items that may be added at the additional monthly fixed cost pricing in qualifying accounts and environments.

THE BENEFITS TO YOU

- A Stable CAD 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

SILVER TIER

CREO APPLICATION ADMINISTRATION

STANDARD SERVICES

- ✓ Perform regular troubleshooting to isolate source of issues and resolve them
- ✓ Diagnose and resolve problems to enhance dependability and accuracy of Creo systems
- ✓ Conduct Quickstart Assessment to understand current state of Creo environment
- ✓ Bi-monthly regular check-in meetings to evaluate health of Creo platform & progress
- ✓ License Management
- ✓ New User Set-Up

OPTIONAL SERVICES

- ✓ Project: Creo Upgrade

ADMINISTRATOR SUPPORT

STANDARD SERVICES

- ✓ Provide ticket tracker system (web/phone/email)
- ✓ Incident tracking and provide ticket tracker system (web/phone/email)
- ✓ Regular reporting on tracking incidents & analysis
- ✓ Lunch & Learns (4 sessions/year)
Prescribed topics are:
 - Large Assembly Management
 - Tool Design/Mold Analysis
 - Creo: Simulation Live
 - Surfacing Tips & Techniques
 - Creo Sheetmetal & Design

OPTIONAL SERVICES

- ✓ Creo training sessions (12 4-hour block sessions)
- ✓ User Adoption & Best Practice

PREREQUISITES

The following conditions must be met before the Alliance Program for Creo can commence. If the following prerequisites cannot be satisfied, consider engaging in an 'Alliance Preparation Project' or delaying the start of the service package.

- 01 Remote admin access is made available to appropriate EAC support staff
- 02 The complete environment & system covered by this SLA is documented, understood and shared with EAC support staff
- 03 All applicable software is at the current level and covered by PTC or appropriate 3rd party service agreements
- 04 Customer upgrade/update philosophy and plans have been discussed, documented and shared with EAC support staff
- 05 Proper and current licenses are in place for all intended uses and their assigned use cases
- 06 Customer Creo administrators have been identified and properly trained on applicable and related software and this SLA
- 07 Customer support and escalation team are identified and their contact information has been shared with EAC support staff
- 08 Customer will participate in 'Alliance Provisioning' or 'Onboarding' or 'SLA Review' as applicable

GOLD TIER

CREO APPLICATION ADMINISTRATION

STANDARD SERVICES

- ✓ Perform regular troubleshooting to isolate source of issues and resolve them
- ✓ Diagnose and resolve problems to enhance dependability and accuracy of Creo systems
- ✓ Conduct Quickstart Assessment to understand current state of Creo environment
- ✓ Bi-monthly regular check-in meetings to evaluate health of Creo platform & progress
- ✓ License Management
- ✓ New User Set-Up

OPTIONAL SERVICES

- ✓ Project: Creo Upgrade

ADMINISTRATOR SUPPORT

STANDARD SERVICES

- ✓ Incident tracking and provide ticket tracker system (web/phone/email)
- ✓ Regular reporting on tracking incidents & analysis
- ✓ Lunch & Learns (8 sessions/year)
Prescribed topics are:
 - Large Assembly Management
 - Tool Design/Mold Analysis
 - Creo: Simulation Live
 - Surfacing Tips & Techniques
 - Creo Sheetmetal & Design

OPTIONAL SERVICES

- ✓ Creo training sessions (24 4-hour block sessions)
- ✓ User Adoption & Best Practice

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PLATINUM TIER

CREO APPLICATION ADMINISTRATION

STANDARD SERVICES

- ✓ Perform regular troubleshooting to isolate source of issues and resolve them
- ✓ Diagnose and resolve problems to enhance dependability and accuracy of Creo systems
- ✓ Conduct Quickstart Assessment to understand current state of Creo environment
- ✓ Bi-monthly regular check-in meetings to evaluate health of Creo platform & progress
- ✓ License Management
- ✓ New User Set-Up

OPTIONAL SERVICES

- ✓ Project: Creo Upgrade

ADMINISTRATOR SUPPORT

STANDARD SERVICES

- ✓ Incident tracking and provide ticket tracker system (web/phone/email)
- ✓ Regular reporting on tracking incidents & analysis
- ✓ User Adoption & Best Practices
- ✓ Lunch & Learns (12 sessions/year)
Prescribed topics are:
 - Large Assembly Management
 - Tool Design/Mold Analysis
 - Creo: Simulation Live
 - Surfacing Tips & Techniques
 - Creo Sheetmetal & Design

OPTIONAL SERVICES

- ✓ Creo training sessions (48 4-hour block sessions)
- ✓ User Adoption & Best Practice

PREREQUISITES

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