

CONCORD PROGRAM

The Concord Program is a Windchill and Thingworx administration service that maintains stable PLM and IoT environments, better performance, provide maximum system uptime, ensures systems are up-to-date, are secured and very functional.

Specialist in PTC Windchill & Thingworx System Administration

The DRIVEN-4 Concord Program is devised 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 explicit needs.

Concord Program	Silver	Gold	Platinum
Single Site Support	●	●	●
Global Site Support	●	●	●
Phone Support for Admins	●	●	●
System Monitoring	●	●	●
Performance Monitoring & Tuning		●	●
Visualization Monitoring		●	●
Server Side Errors Resolution		●	●
System Cleaning	●	●	●
Deployment & Release Planning		●	●
PTC Liaison Support		●	●
Application Patching			●
Yearly Performance Tuning		●	●
PTC Windchill License Auditing	●	●	●
24X5 or 24X7 System Support			●
Major Upgrade Planning		●	●
Major Upgrade Implementation			●
Quarterly Diagnosis Testing		●	●
Security Vulnerability Checks	●	●	●
Build Management (DevOps)			●
Business Process Consulting			●
Backup and Disaster Recovery			●



Increased
Agility



Optimum
Value Model



Increased
Quality



Secured
Compliance



Simplified
Business



Enable
Innovation



Cost
Reduction



Experts
Network



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