

SPK Integrity™ **Application Management Services**

Reduce costs, improve reliability, and maximize the return on your PTC Integrity investment

In today's fast moving, competitive business environment, applications that are unstable or that deviate from your business needs can have a huge impact on your productivity. SPK's Application Management Services guarantee that your investment in PTC Integrity yields the best possible results. For a fixed, predictable cost each month, we'll ensure that Integrity is set up to match your business requirements, and supported at every level.

We provide Application Management Services in each of the following areas. You can use SPK in all areas, or just those of your choosing. With SPK managing your Integrity environment, you'll have access to an entire technical team with expertise in the Integrity application and all its related components. You'll have access to the exact technical skill set you need to resolve each issue or question.



**Business Process
Architecture Application Design**

**Application Configuration
Subsystems Application Customization**

**Application Help Desk
User Support**

**Application Platform Support
Platform-as-a-Service**

**Infrastructure Support
Infrastructure-as-a-Service**



**Business Process
Architecture Application Design**

- Architecture and Process Consultation for Industry Best Practices.
- Application Design to support process reengineering



**Application Configuration and
Subsystems Support; Application
Customization**

- Ongoing configuration changes
- Ongoing report customization
- Ongoing workflow, event triggers, and security changes



Application User Support

- Ongoing User support
- User add/delete/change requests
- Role administration



**Application Platform Support
Platform-as-a-Service**

- Application patching
- Application updates
- Performance management
- Automated monitoring, alerting and remediation of application issues
- License server management
- License Utilization Monitoring and Monthly Reporting
- Vendor Management
- Application and OS Log Review and Management
- Support of existing integrations between Application and other third party Engineering tools
- Backup Management
- Application Data Backups and Monthly Restore Verification
- Vendor RFC Tracking



**Infrastructure Support
Infrastructure-as-a-Service**

- Automated monitoring, alerting and remediation of infrastructure issues
- Overall infrastructure environment management and troubleshooting
- Performance troubleshooting
- OS Log Review and Management
- OS patching
- Database DBM configuration management
- Database Optimization
- Networking administration and management
- Network connectivity admin
- LDAP connectivity administration (if applicable)
- Backup/Restore Management (of hosts and database)

Key Benefits

Reduce costs:

Eliminate the in-house IT responsibilities and people costs associated with Integrity application support. Free your IT team to focus on more strategic initiatives. Keep your Integrity application running smoothly at a predictable monthly cost.

Improve the value of your Integrity investment:

Protect your Integrity investment by keeping the entire solution in the hands of Integrity experts (PTC Service Advantage partners). Ensure your Integrity environment changes effectively to support your evolving engineering processes.

Significantly improve reliability:

Get service level agreements (SLAs) that guarantee high uptime, performance, and issue resolution. Identify and resolve issues before they impact users.

Improve user acceptance and satisfaction:

Gain access to Integrity experts that can train your users and answer questions quickly and expertly, keeping your users as productive as possible.