

WINDCHILL PLM Application Maintenance

Case reference: Food processing machinery manufacture in Switzerland

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*Client present in over
140 Countries with
10,000 employees*



*Windchill PLC
configuration,
integration,
Customization and
System Administration*

1. Executive Summary

A leading global food processing machinery manufacturing giant in the Canton of St.Gallen, Switzerland required 24x7 Application Maintenance and Support for global operations from an offshore Location in India.

The primary focus of support was Windchill System Administration, Configuration, Integration and Customization.

SEDIN's Windchill practice provides comprehensive solution with superior quality. Quick ramp ups and talent acquisitions were the key to success. Strong Governance continues reviews by the Managements and expertise of the team helped in building a long term relationship.

2. About the Client

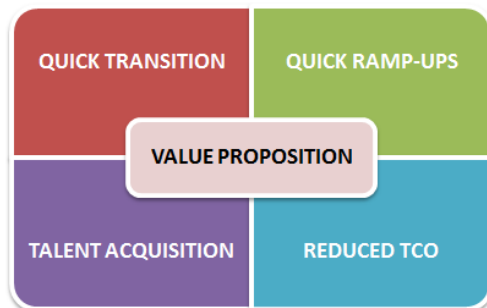
- ✓ Client is a leading global food processing Technology and Solutions Company with over 150+ years of existence
- ✓ Client is based out in the Canton of St.Gallen, Switzerland
- ✓ Client has presence in over 140 countries over 10,000 employees and turnover exceeding USD \$ 2.5b
- ✓ Client has a sophisticated application landscape and integrated with SAP, Cognos, CAD systems like Inventor, AutoCAD mechanical, Unigraphics, NX, WGM

3. Scope of Services

- ✓ 24x7 Application Maintenance & Support for global operations from Offshore location
- ✓ Windchill Configuration, Integration & Customization
- ✓ Windchill System Administration (Monitoring & Reporting, Queue and log management, Management of Servers & Patch updates)
- ✓ Windchill Application Maintenance & Support (Issue handling, User Maintenance, Application Testing, Training, Performance Tuning, Cognos Support)



End-to-end PLM Services including integration with ERP, SCM, CRM, QMS and CMS



Innovations, Capacity improvements, Process Optimizations, Project prioritization and Quick turnaround times

- ✓ Integration with multiple CAD systems like Inventor, AutoCAD mechanical, Unigraphics, NX, WGM)
- ✓ Bentley & SmarTeam Support

Offerings include:

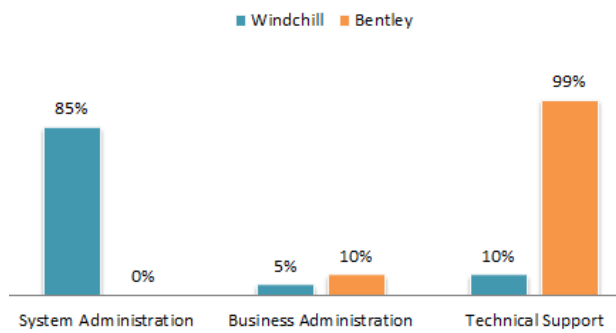
- Requirement Gathering
- Solution Design & Implementation
- Documentation and Training
- Application Customization & Change Process
- Production Support, Help Desk Services
- Integration with ERP / SCM / CRM, QMS, CMS
- Integration with multiple legacy CAD systems
- Application Migration & Data Migration
- Upgrade Solutions

4. SEDIN's Value Proposition

- ✓ Quick Start & Ramp up of consultants at onsite & offshore
- ✓ Transition with Minimal impact to the business
- ✓ Engage & Retain Talent to enhance Customer Satisfaction and Service Levels
- ✓ Reduced Total Cost of Ownership
- ✓ Sharing Common Vision with the Client & Commitment to Long term Partnership

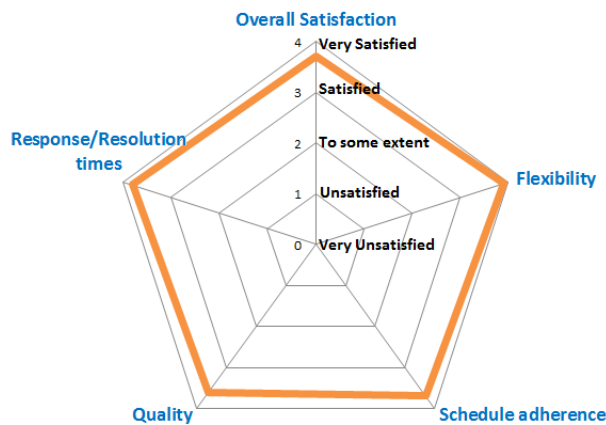
5. Client Benefits

- ✓ Comprehensive Solution with superior quality
- ✓ Optimal Development and Support Cost with increased productivity and continuous improvements
- ✓ Flexible Engagement Model that supports business fluctuations without increasing the Risk
- ✓ Effective Knowledge Management for seamless transition & Retention
- ✓ Strong Governance and Communication model that increases the quality and levels of service to business
- ✓ Quick ramp-up and ramp-downs offers high flexibility for planning new projects, enhancements
- ✓ Participation of SEDIN Team in innovations and contribution to Capacity improvements, Process Optimizations, Project prioritization and Quick turnaround times



6. Support Statistics

- ✓ Average 50 tickets per month
- ✓ 30+ enhancements per year
- ✓ Frequent version upgrades and patches
- ✓ ITIL based support methodology
- ✓ L1, L2, L3 support
- ✓ SLA based maintenance support
- ✓ Monthly management reviews



7. Customer Satisfaction Index

- ✓ Consistent performance of the team
- ✓ Year on Year improvements
- ✓ Statistics provided based on the review meetings with the Client on a monthly basis

8. Collaboration Model

- ✓ Client and SEDIN Management team work collaboratively to monitor the output of the Support Team
- ✓ Support Team is continuously trained and updated with the latest happenings in PLM space
- ✓ SEDIN Management reviews the support situation on a monthly basis with Support team and Client Management
- ✓ Any bottlenecks or escalations resolved in less than 24 hours
- ✓ SEDIN Switzerland and India team liaise frequently with the Client Management team in the respective locations

About SEDIN

A fast growing IT Service provider delivering measurable business values. SEDIN provides business consulting, technology innovations and outsourcing services to help clients globally with delivery centers in India, Switzerland and USA,



*Powering solutions
Empowering innovations*