



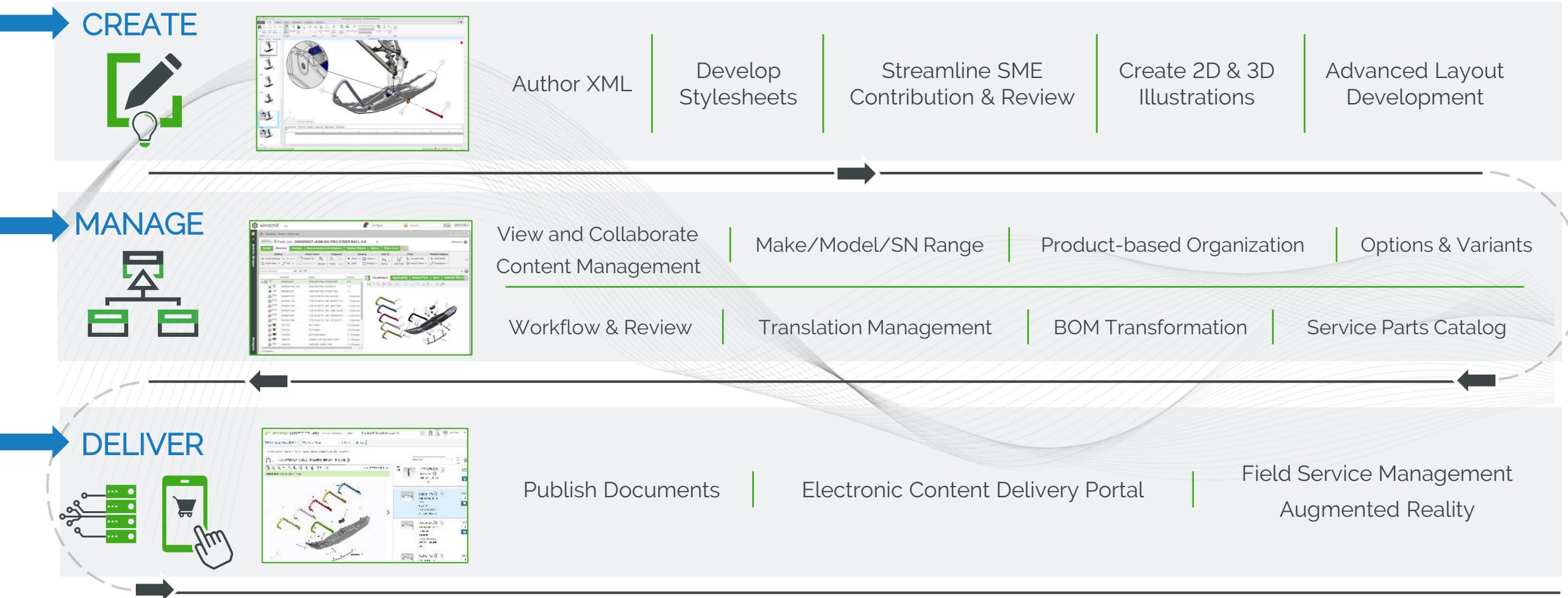
DIGITAL TRANSFORMS PHYSICAL

# ARBORTEXT TOOLKIT OVERVIEW



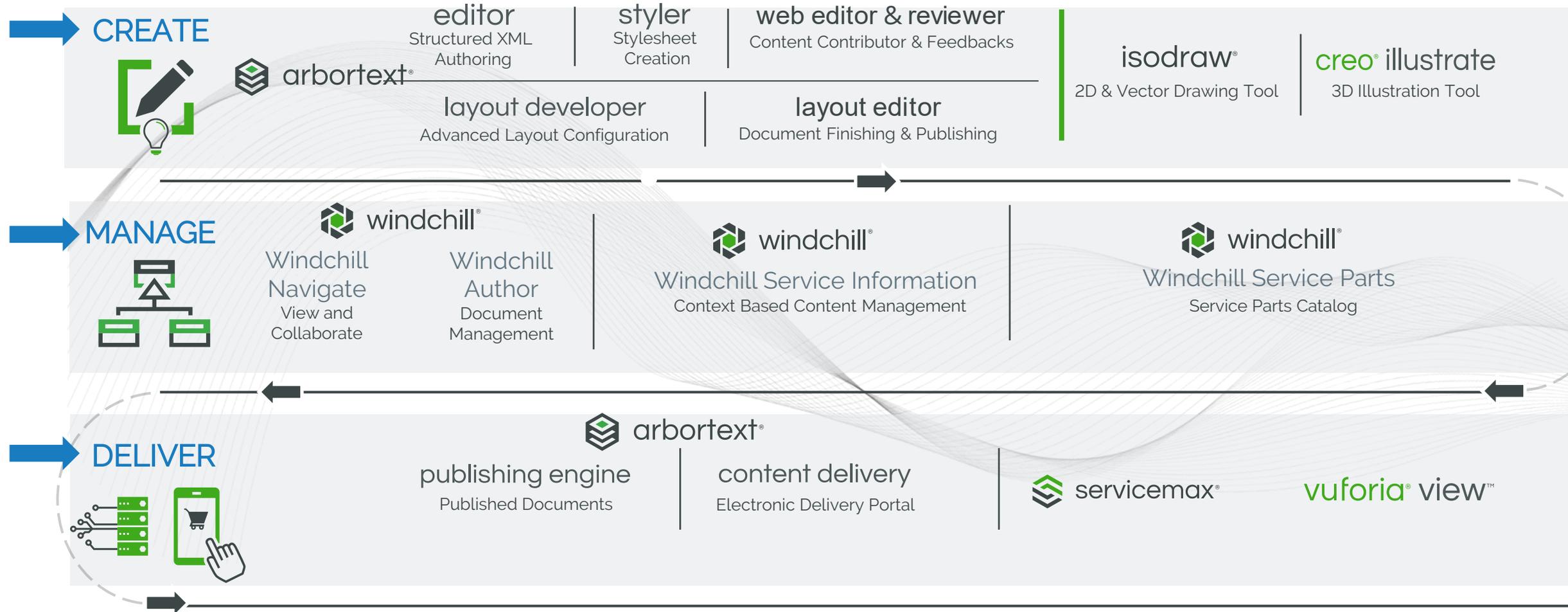
# PTC TRANSFORMS SERVICE AND PARTS INFORMATION

A "Digital Thread" of dynamic data ensures end-to-end consistency



# PTC TRANSFORMS SERVICE AND PARTS INFORMATION

A "Digital Thread" of dynamic data ensures end-to-end consistency

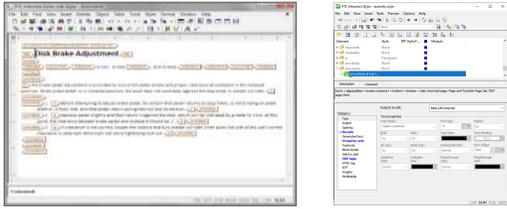


# TECHNICAL AUTHORING & DELIVERY



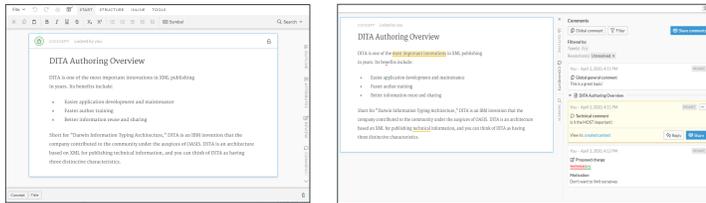
**CREATE**

ptc® arbortext® Editor & Styler



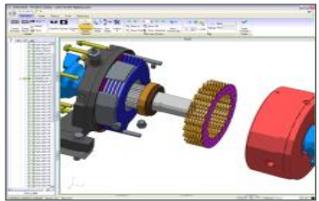
XML Authoring / Stylesheets

ptc® arbortext® Web Editor & Reviewer

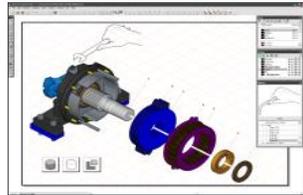


Subject Matter Expert Collaboration

creo® illustrate ptc® arbortext® IsoDraw



3D Illustration Tool



Vector Drawing Tool



**MANAGE**

windchill®  
Service Information



Lifecycle/Workflow/Change Mgmt

Make/Model/SN Range

Product Based Organization

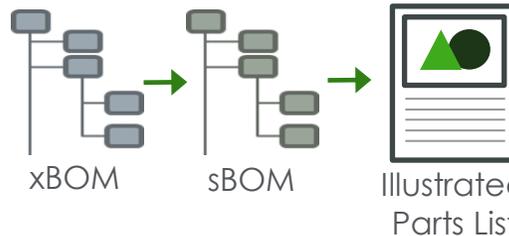
Options and Variants

Document Structures

Translation Management

Context-Based Content Management

windchill®  
Service Parts for XBOM Management



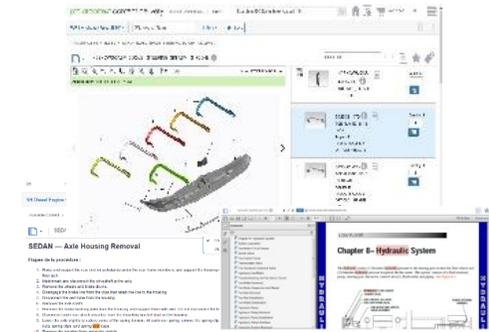
**DELIVER**

ptc® arbortext® publishing engine



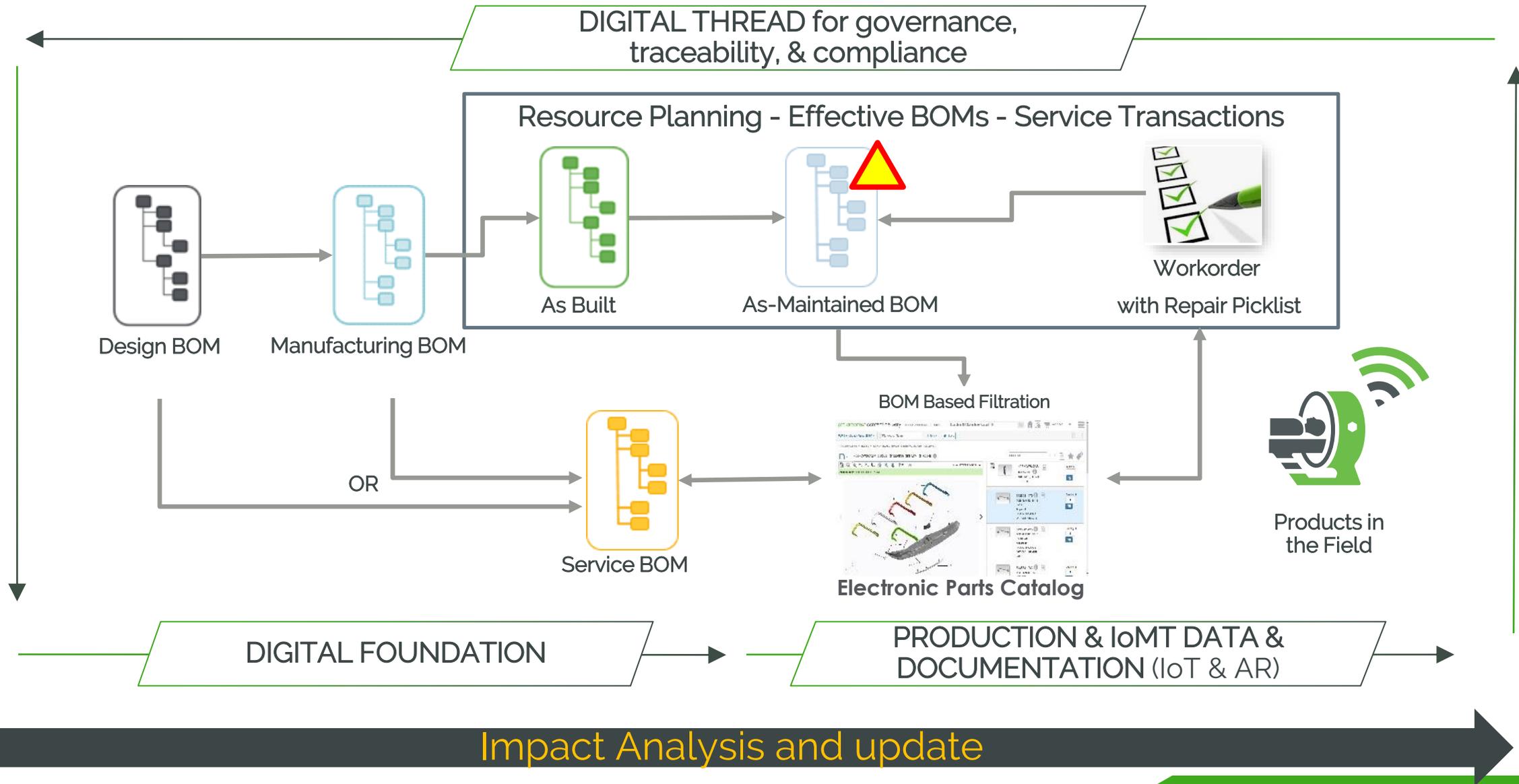
Published Documents

ptc® arbortext® content delivery

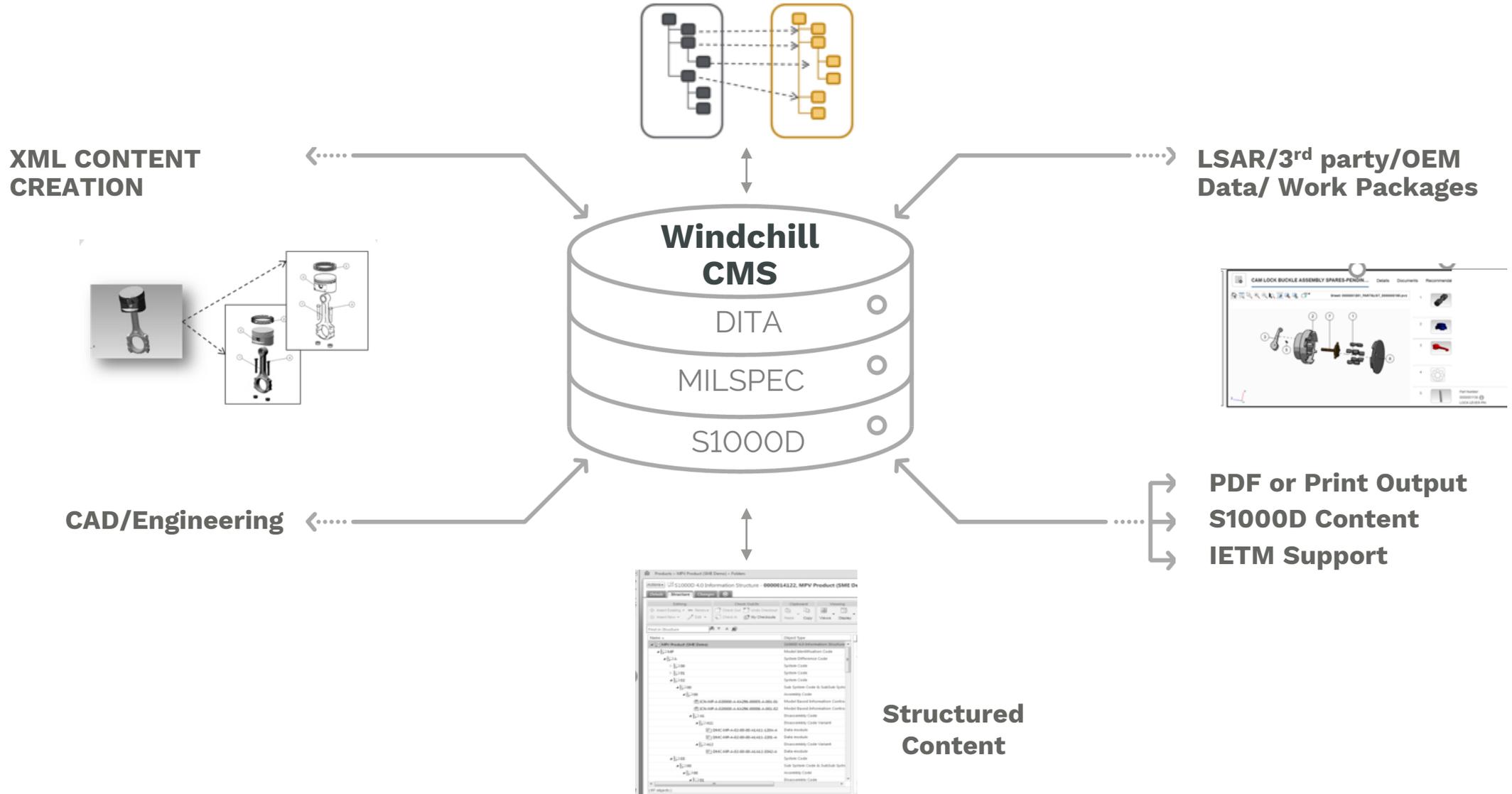


Electronic Content Delivery

# TRANSFORM ENGINEERING DATA INTO SERVICE CONTENT



# WINDCHILL UNIFIED CONTENT MANAGEMENT SYSTEM



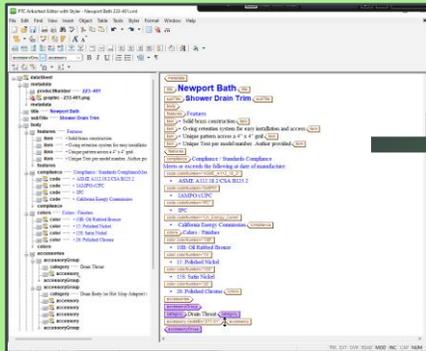
# ARBORTEXT AUTHORIZING PROCESS FLOW

## Document Definition (.XSD)

- Document Structure Definition
- Attribute Availability

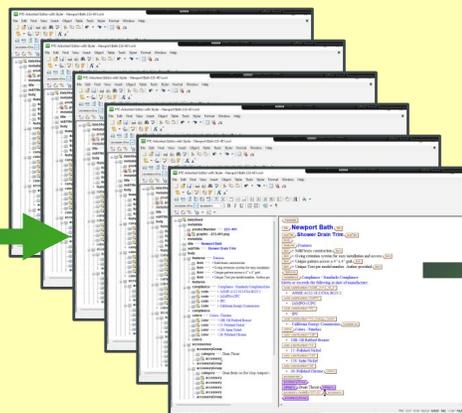
## Document (.XML)

- Arbortext Editor
- Unique Text
- Referenced Graphics
- Create from template



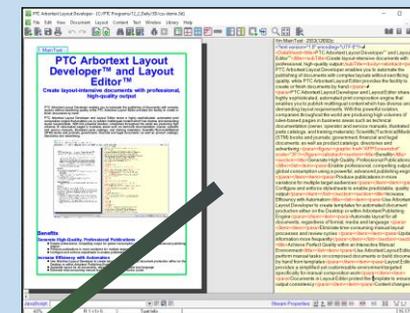
## Content Management

- Windchill
- Versioning
- Access Control
- Workflow
- Submit Publishing Request



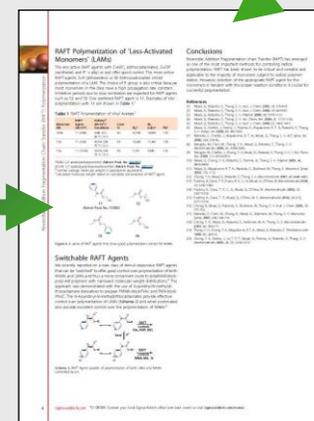
## Styling

- Arbortext Layout Developer
- Arbortext Styler
- Complete control of presentation output
- Create formatting used by Publishing Engine

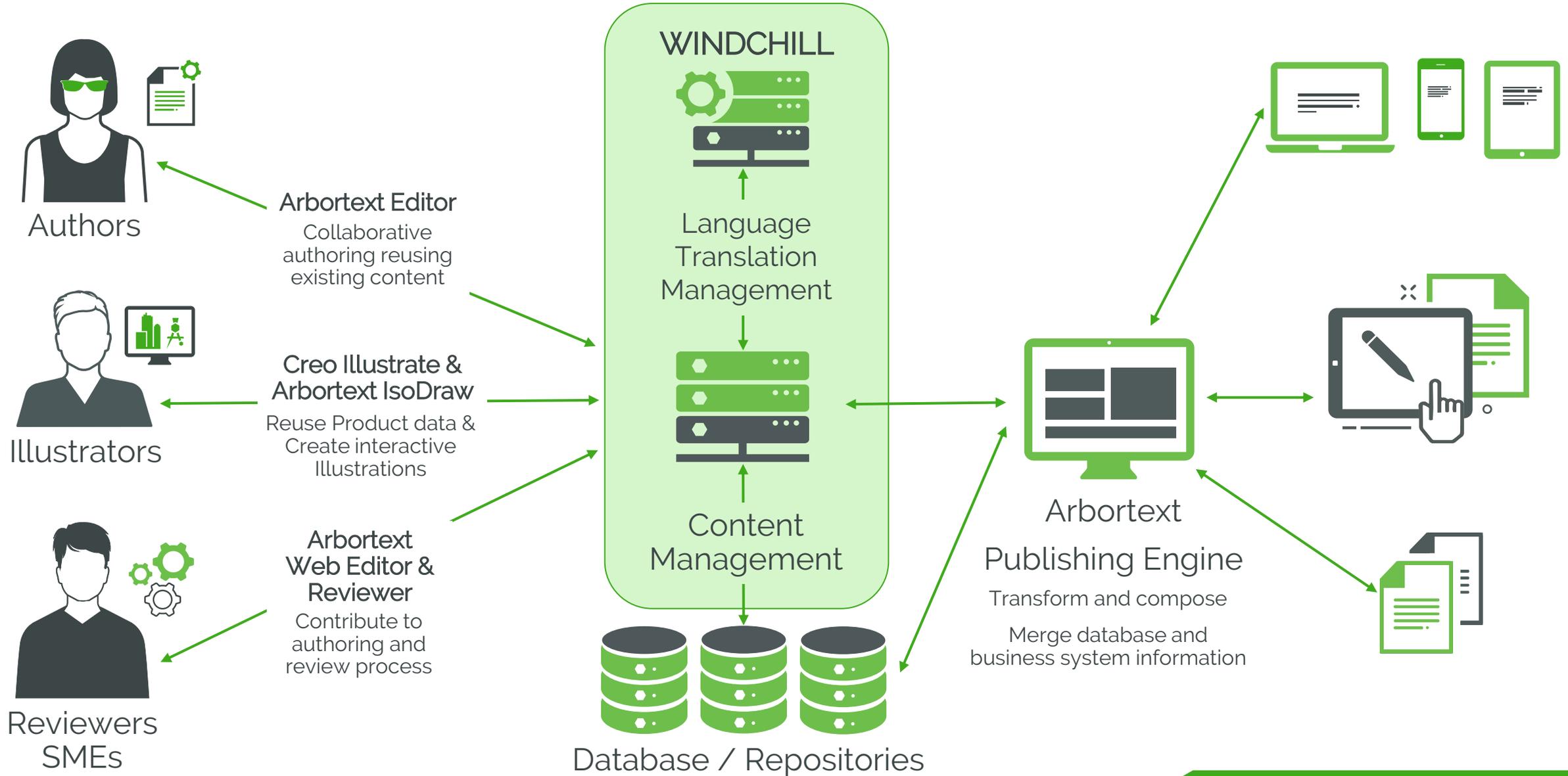


## Publishing

- Arbortext Publishing Engine
- Application of Layout Template
- Generate Output (PDF / HTML)



# PTC TECHNICAL DOCUMENTATION

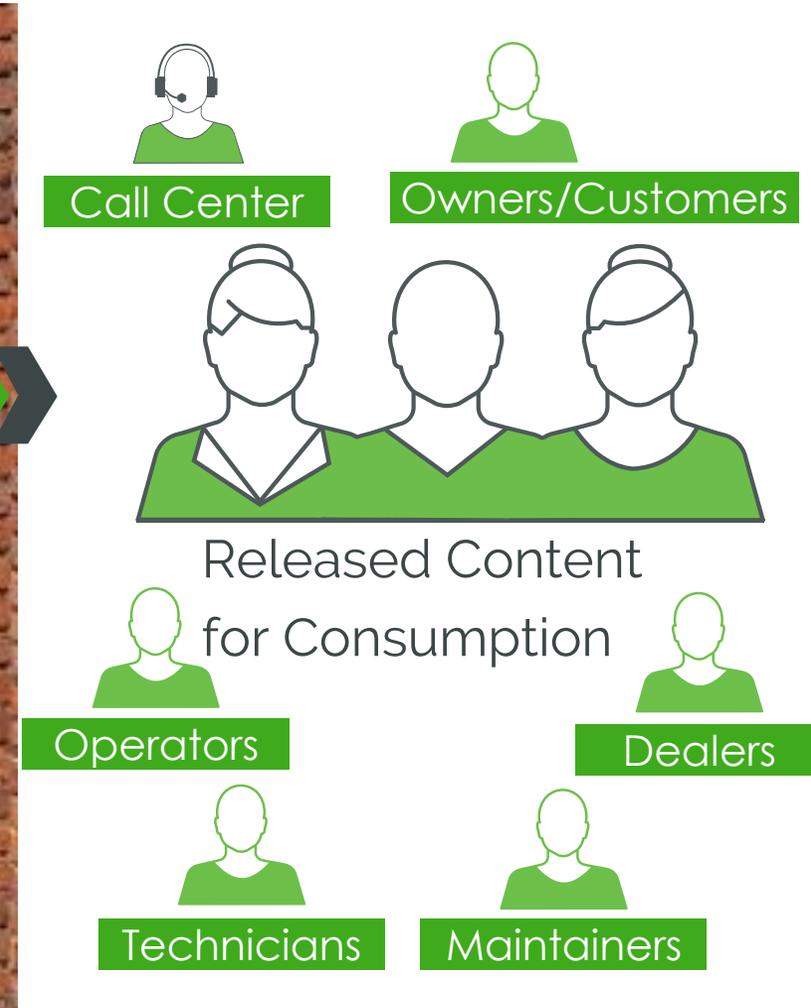
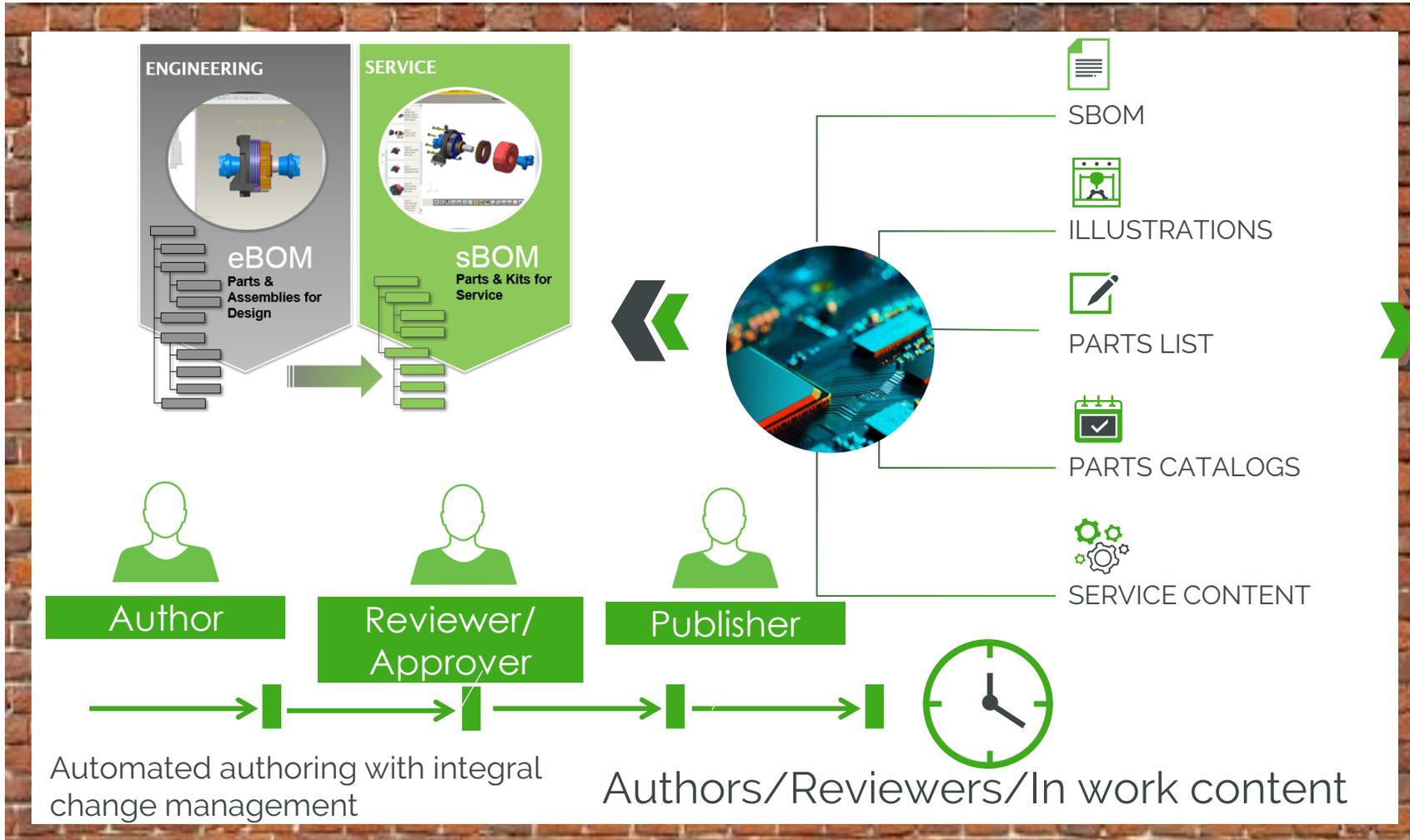


# EXTENDING THE DIGITAL THREAD TO SERVICE

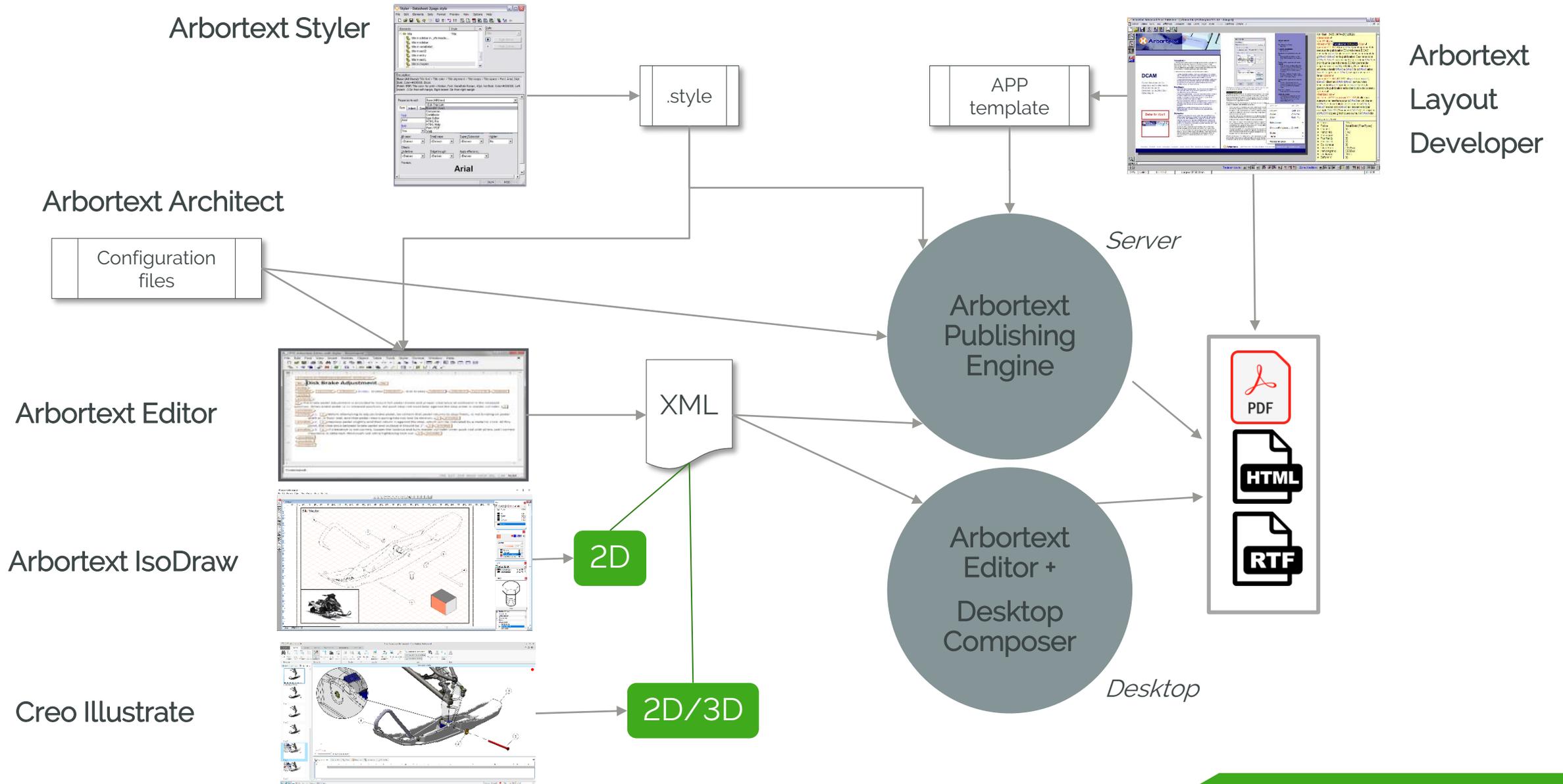
**ACCURATE:**  
Single source of information

**INTEGRAL:**  
Manage SBOMs & Illustrations

**ACCURATE CONTEXTUAL  
& VISUAL CONTENT**



# ARBORTEXT PUBLISHING





# AUTHORING IN XML

---

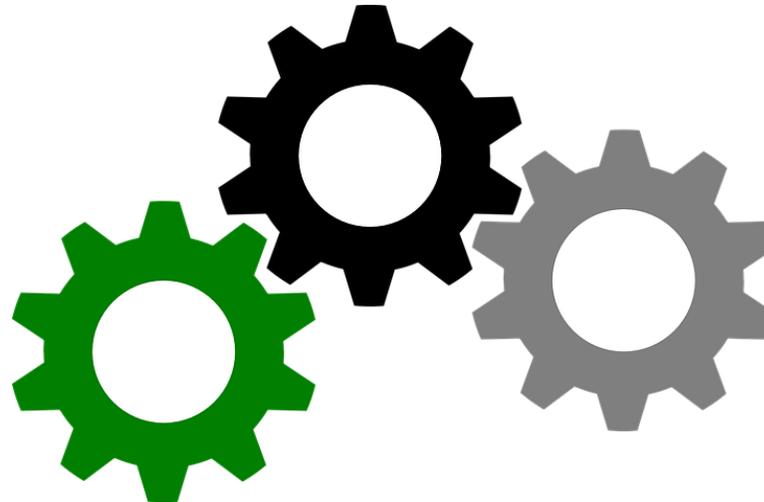
# XML DEFINITION

XML ( Extensible Markup Language ) : Language for creating and publishing structured information and facilitating data interchange

## Three Components to XML

Content  
Narrative and Data

Data Model  
Structure and Rules for  
authoring (DTDs, schemas)



Style Sheets  
Determine output and  
presentation of content

XML is a means of adding structure and intelligence to typically unstructured information

# XML EXAMPLES

## XML Structure

(Determined by Data Model)

Procedure

Table

Hazard Statement

Figure

Image

Graphic

## Content in XML tags

(Application of Authored Text)

**PROCEDURE**

**TITLE** Sample Title Text **TITLE**

**SECTION**

**PARAGRAPH** Sample Paragraph Text  
Sample Paragraph Text Sample  
Paragraph Text Sample Paragraph  
Text **PARAGRAPH**

**NOTE** Sample Note Text **NOTE**

**SECTION**

**PROCEDURE**

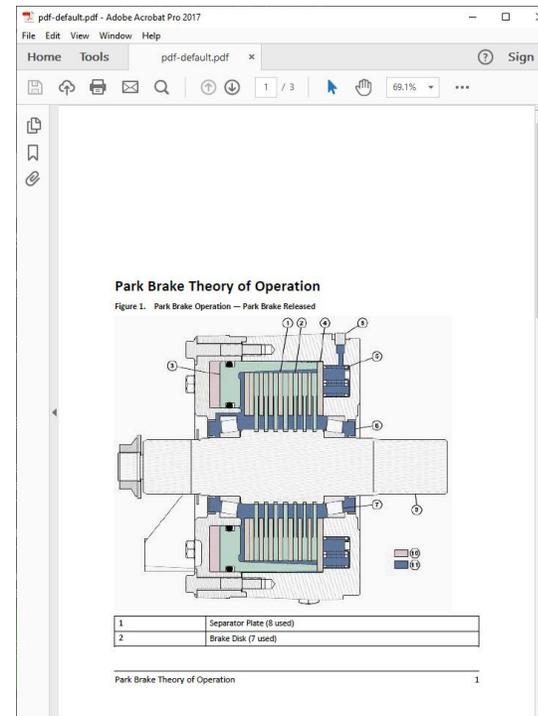
# STYLESHEET OVERVIEW

## Stylesheets

- take XML content and format it with regard to a visual style.
- apply to published outputs
- produce multiple output filetypes

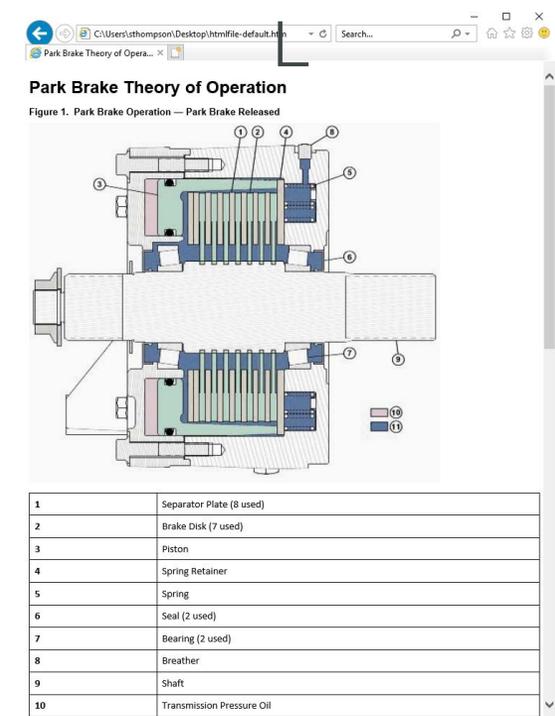


PDF



&

HTM



# COMPONENT BASED AUTHORIZING



**Traditional Authored Content**

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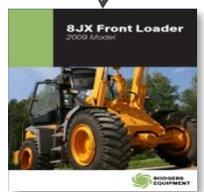
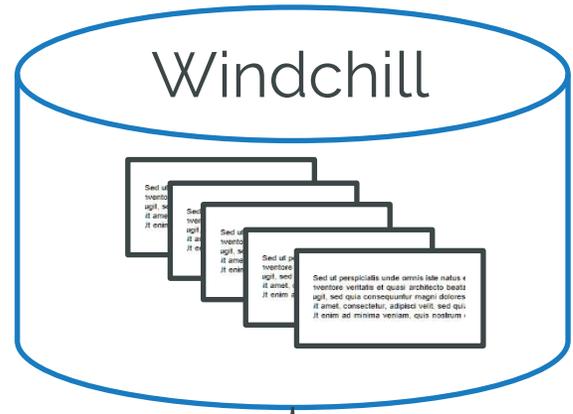
Traditional Authored Content

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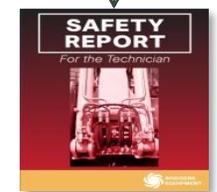
Sed ut perspiciatis unde omnis iste natus e reventore veritatis et quasi architecto beata ugit, sed quia consequuntur magni dolores it amet, consectetur, adipisci velit, sed qui: Jt enim ad minima veniam, quis nostrum i

Sed ut perspiciatis unde omnis iste natus e reventore veritatis et quasi architecto beata ugit, sed quia consequuntur magni dolores it amet, consectetur, adipisci velit, sed qui: Jt enim ad minima veniam, quis nostrum i

Reusable Components



Manual



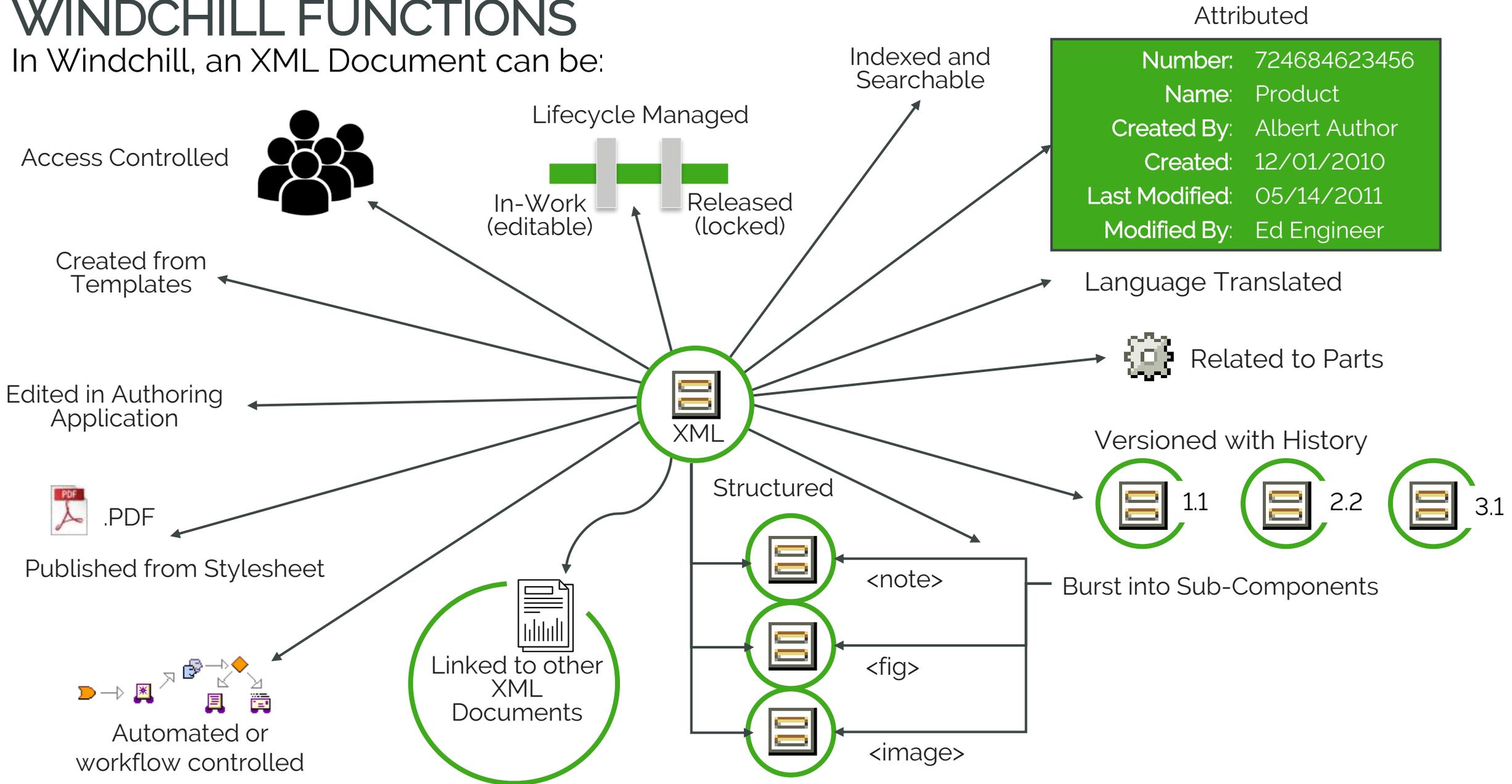
Safety Report



Service Portal

# WINDCHILL FUNCTIONS

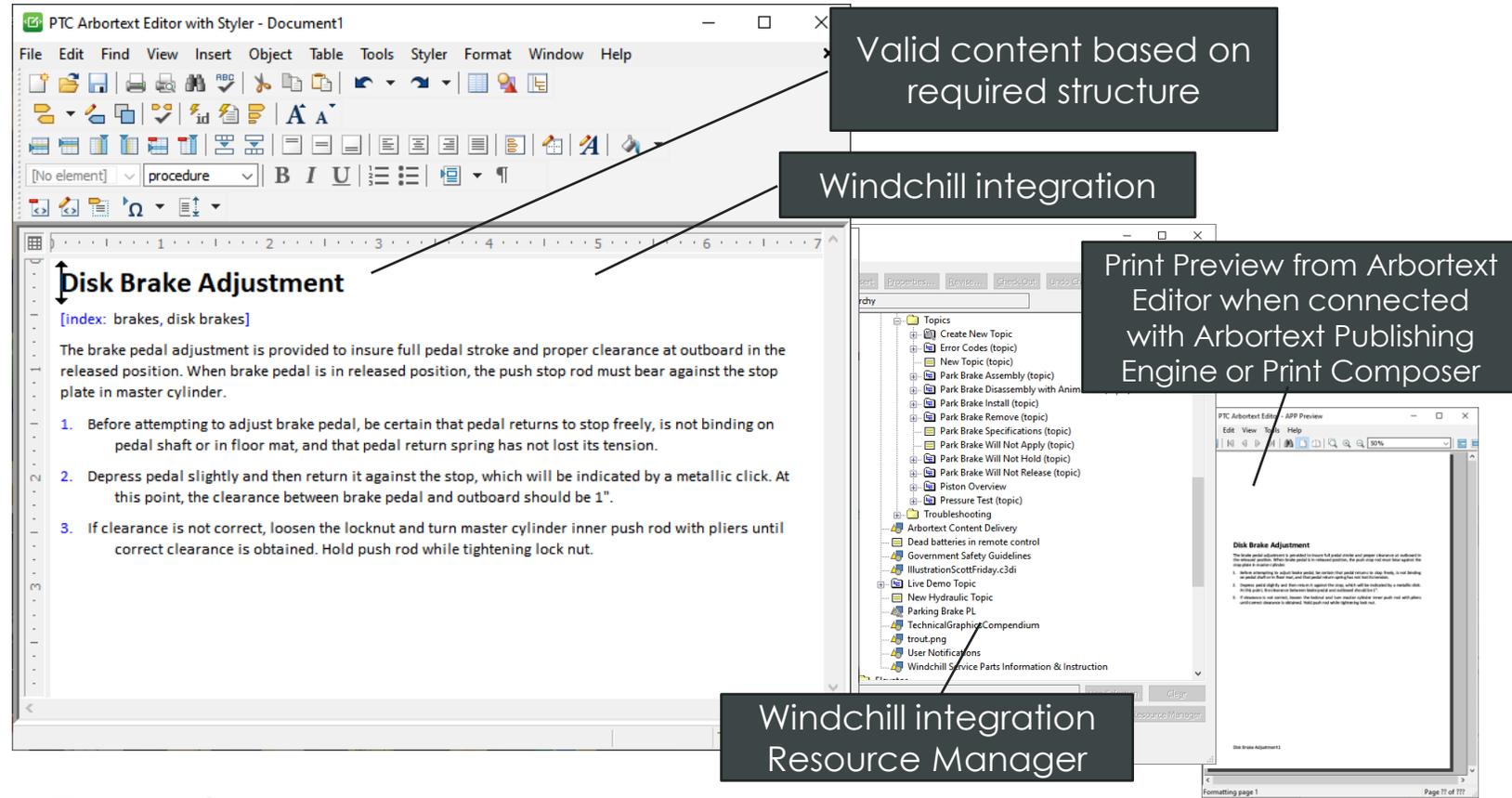
In Windchill, an XML Document can be:



# ARBORTEXT EDITOR

## Capabilities

- Create structured textual information
- Customize and configure based on business requirements
- Integrated with PTC Windchill for seamless content management capabilities
- Familiar word processing features
- Easily reuse content



## Benefits

Increase authoring productivity

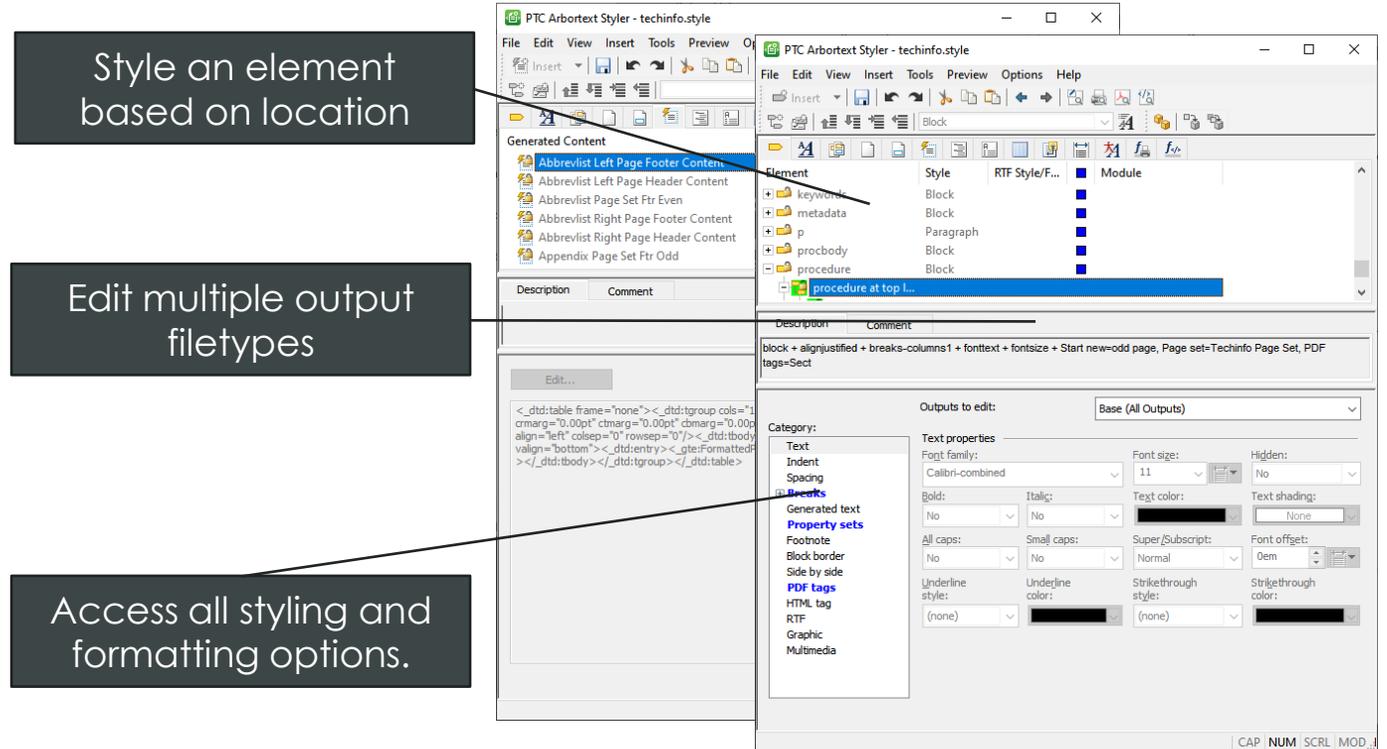
Concentrate on content accuracy

Eliminate duplicate efforts through content reuse

# ARBORTEXT STYLER

## Capabilities

- Create and maintain XML based stylesheets
- Associate styling and layouts with content and content hierarchy
- Create text styling and page layouts
- Modularize stylesheets for easy reuse



## Benefits

Graphical User Interface rather than coding

Automate publishing to multiple outputs and languages

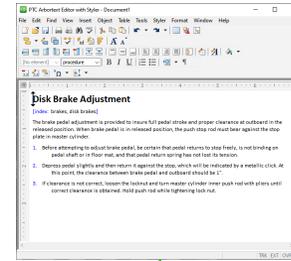
Enforces corporate branding and layout standards

# ARBORTEXT PUBLISHING ENGINE

## Capabilities

- Automatically assemble and publish information
- Automate layout process to create consistent information
- Integrated with Arbortext Editor and Windchill Service Information Manager
- Transform content and structures for delivery
- Server based deployment

ptc® arbortext® editor



Print Preview from Arbortext Editor when connected with Arbortext Publishing Engine

Integrates with Windchill for server based publishing

ptc® arbortext® publishing engine



ptc® arbortext® content delivery



PDF



HTML

Supports multiple outputs from one single source

## Benefits

Provide product specific views of data

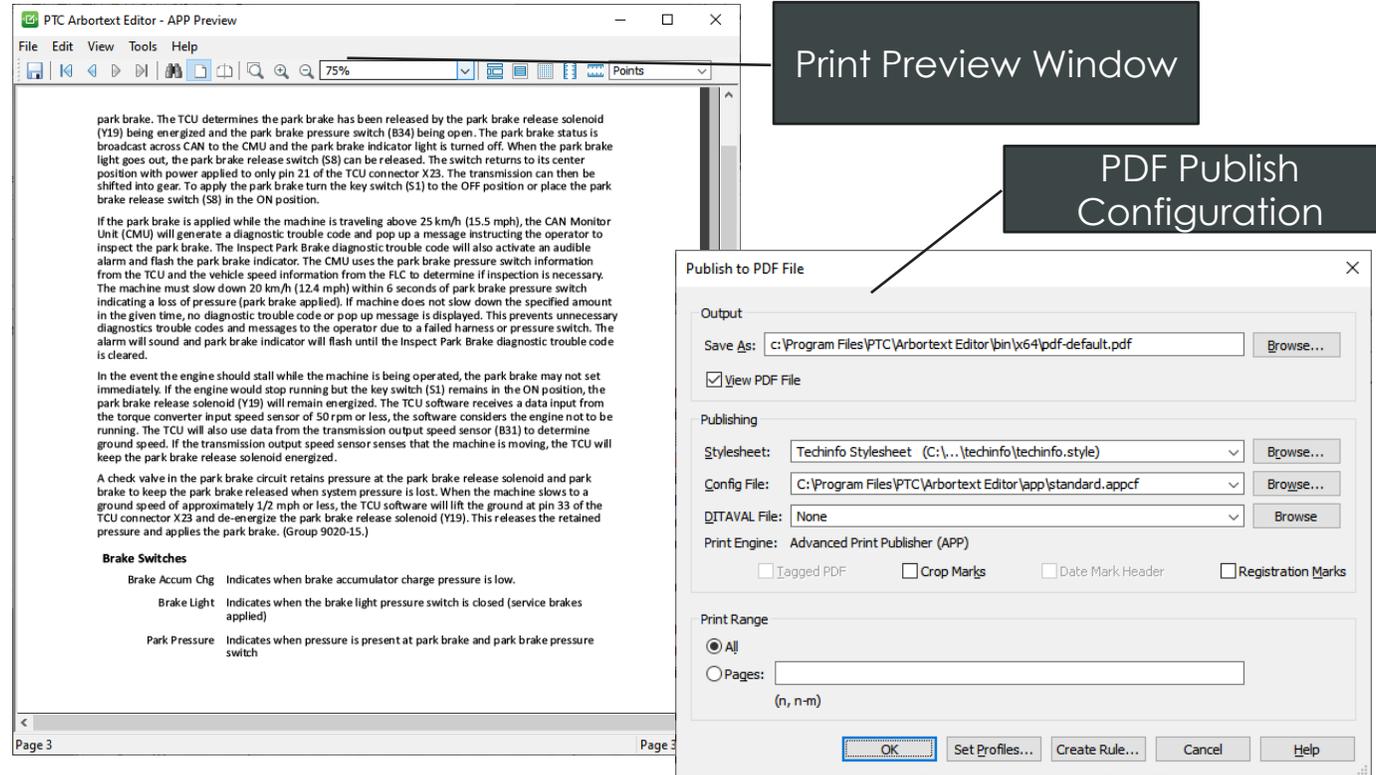
Reduce printing and distribution costs

Reduce publishing cycle times

# ARBORTEXT DESKTOP COMPOSER

## Capabilities

- Add on license to Arbortext Editor
- Provides print and HTML output on the desktop
- Local publishing rather than using a server
- Ideal for small teams or individuals
- Integrated with Arbortext Editor



## Benefits

Local Publish of XML Documents

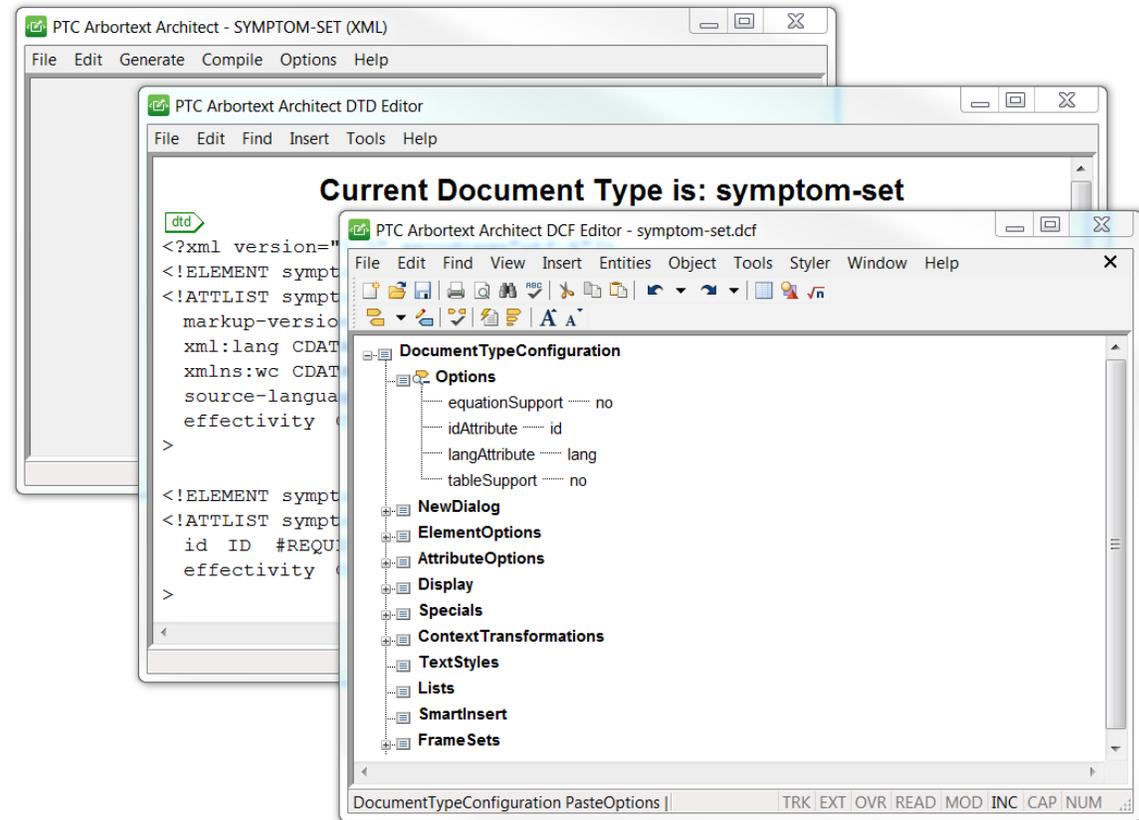
Print Preview during editing

Supports PDF and HTML creation

# ARBORTEXT ARCHITECT

## Capabilities

- Editor for maintaining XML DTDs and Schemas
- Automate test content for stylesheets and authoring templates
- Integrate custom doctypes in the Arbortext Environment



## Benefits

Creates modular, maintainable XML DTDs and Schemas

Customize menus and input forms for specific tasks

XML tag aliasing



# ADVANCED STYLESHEET MANIPULATION

---

# USE CASES

- Performance vs ease of use – Arbortext Layout Developer (ALD) templates are excellent in enabling speed in preference to being able to change the stylesheet easily
- Document Finishing (previously known as touch up) - if 100% automation is not achieved, then ALD templates allow users to finish the document after getting 80%, 90%, 95% of the way there using Arbortext Layout Editor
- Layout Requirements – Examples Include: floats, complex tables, constrained content, non-XML tests (eg testing formatting results), colour management... More complex than a typical Word document
- Non-standard Workflows – Examples Include: multiple input files, non-XML content, multiple differing outputs, or interactive PDF... Then ALD is the way forward

# ARBORTEXT LAYOUT DEVELOPER/EDITOR

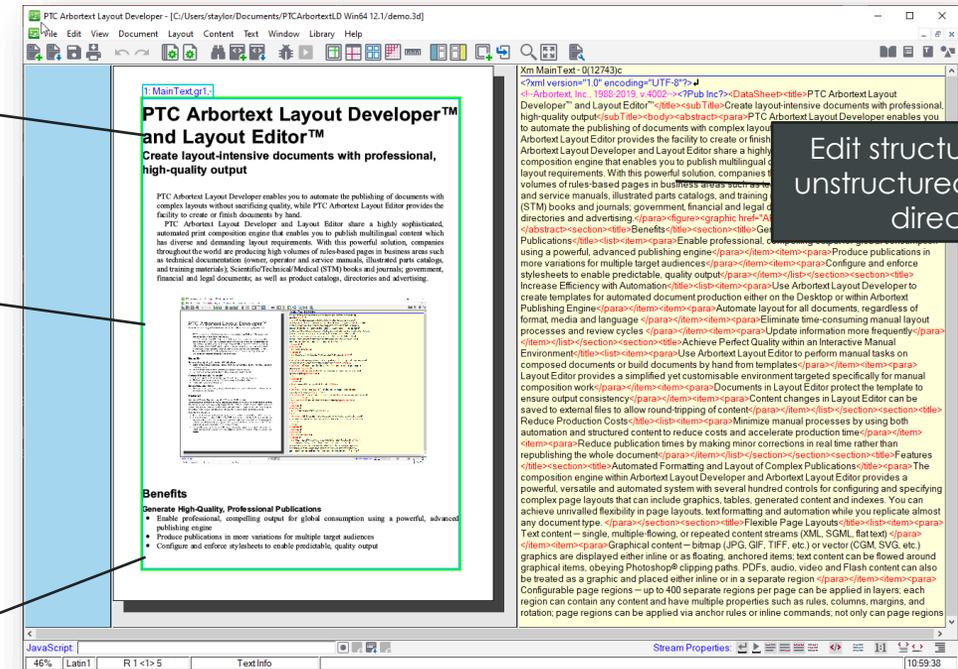
## Capabilities

- Automate the creation of high-quality print documents
- Associate page layout and text formatting with content, environment and formatting test results
- Access the composed document to manually enhance the output to achieve perfect results
- Generate compliant output including PDF/X, PDF/A and PDF/UA

Access hundreds of text formatting properties

Automate complex page layouts

True WYSIWYG gives immediate feedback



Edit structured and unstructured content directly

## Benefits

Interactively create formatting and resolve output issues

Build automated publishing solutions without compromise

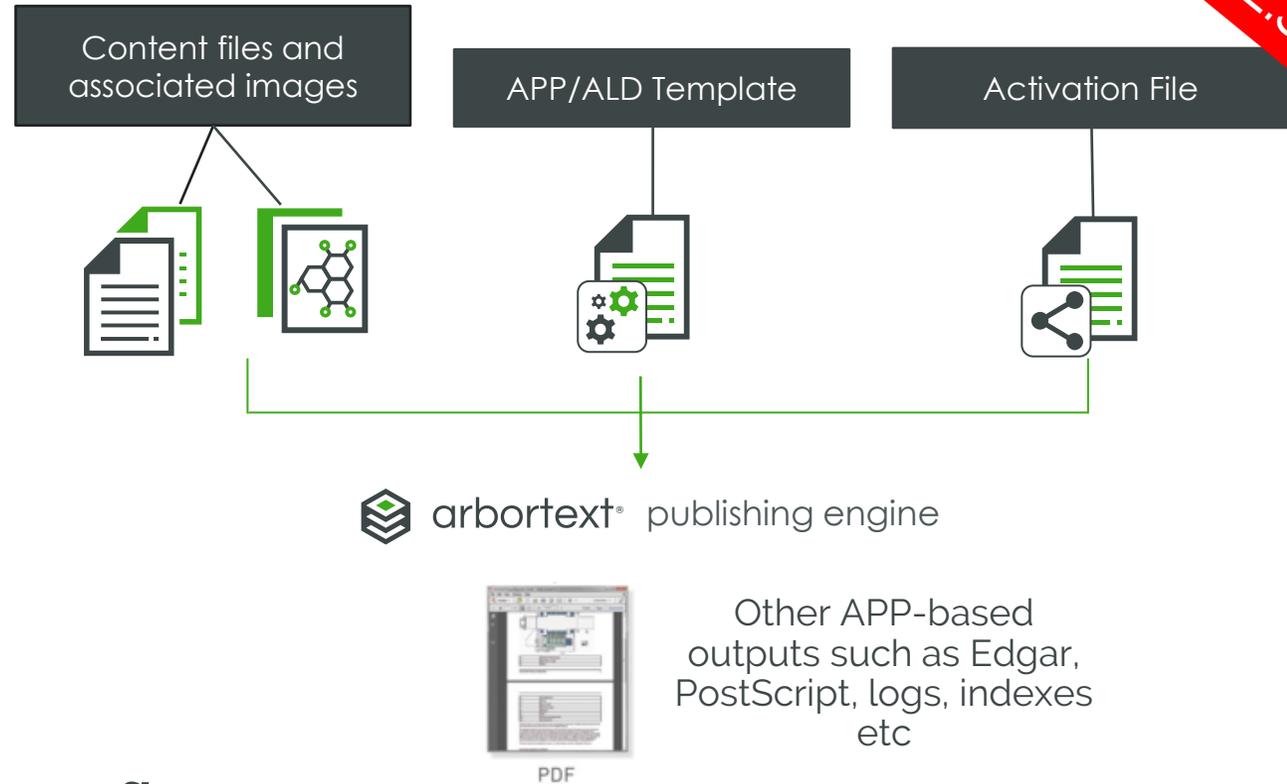
True XML support guarantees content integrity

# ARBORTEXT PUBLISHING ENGINE FOR APP

Coming with 8.3.0.0  
and 12.3.0.0

## Capabilities

- Server based deployment for APP template use
- Limited to only f=app requests
- No Windchill integration
- Use APP templates in a way that is similar to APP Enterprise or ALD Server
- Scalable production



## Benefits

Cost-effective APP server-based deployment

Scalable parallel composition job management

Use existing APP templates with minimal effort

FORWARD LOOKING INFORMATION SUBJECT TO CHANGE

---

# ARBORTEXT PUBLISHING ENGINE FOR APP

A new version of Arbortext Publishing Engine specifically for ALD users

- Provides access to the APP composition engine for APP templates
  - Using only the f=app request type
  - Request type uses an 'activation file'
  - Activation file contains a small script to set variables and open the template in APP
  - Job report is returned by the APE for the request
- This request type closely matches Enterprise and Server jobs
  - Multiple inputs and outputs
  - Reuse templates as much as possible
  - Perform automation tasks beyond just generating output
- Very limited 'Publishing Engine' functionality
  - No Windchill integration
  - No connectivity with Editor or XML processing
  - No graphic conversion
  - No f=convert requests

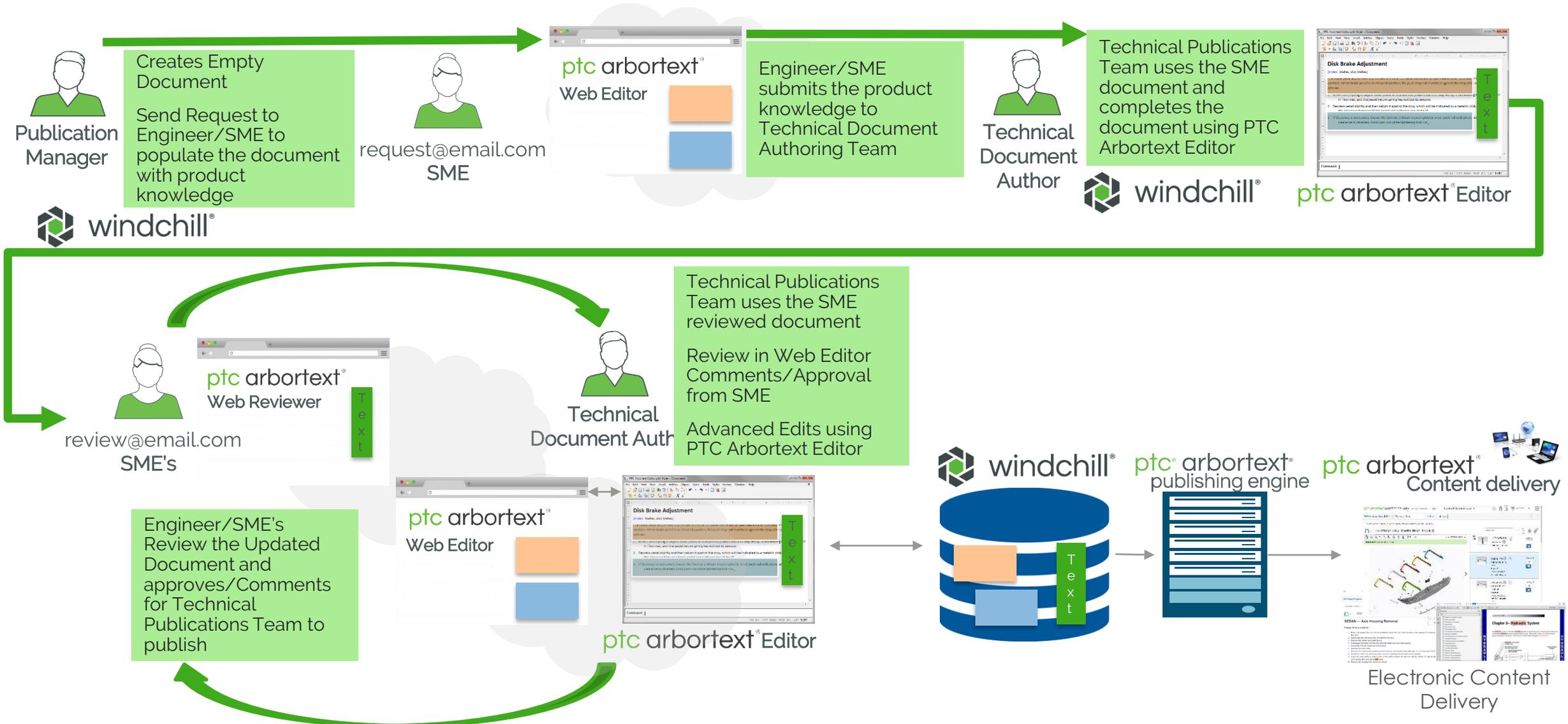
Coming with 8.3.0.0  
and 12.3.0.0

FORWARD LOOKING INFORMATION SUBJECT TO CHANGE

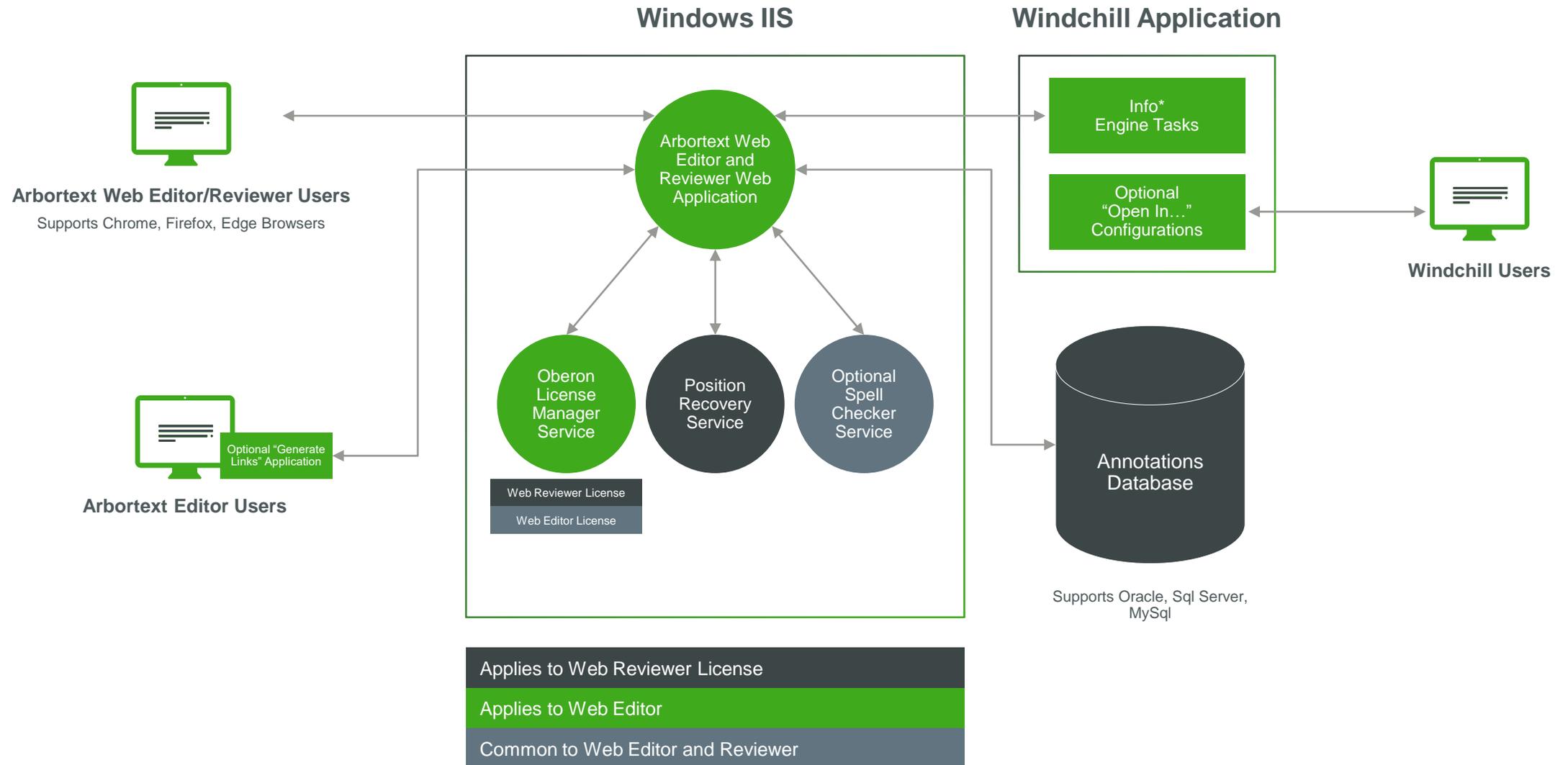


# SME COLLABORATION

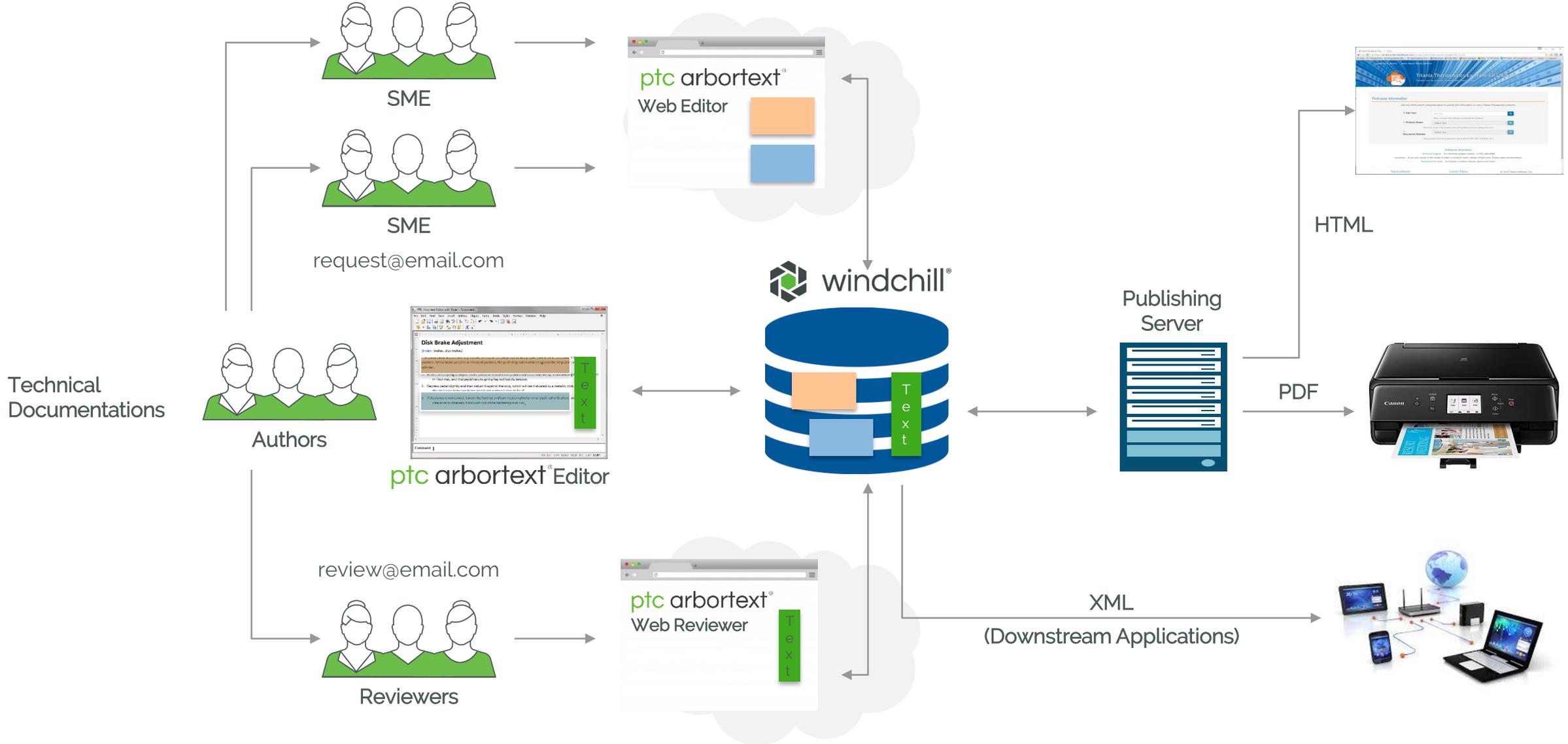
# THE PRODUCT DOCUMENT JOURNEY



# IT ARCHITECTURE



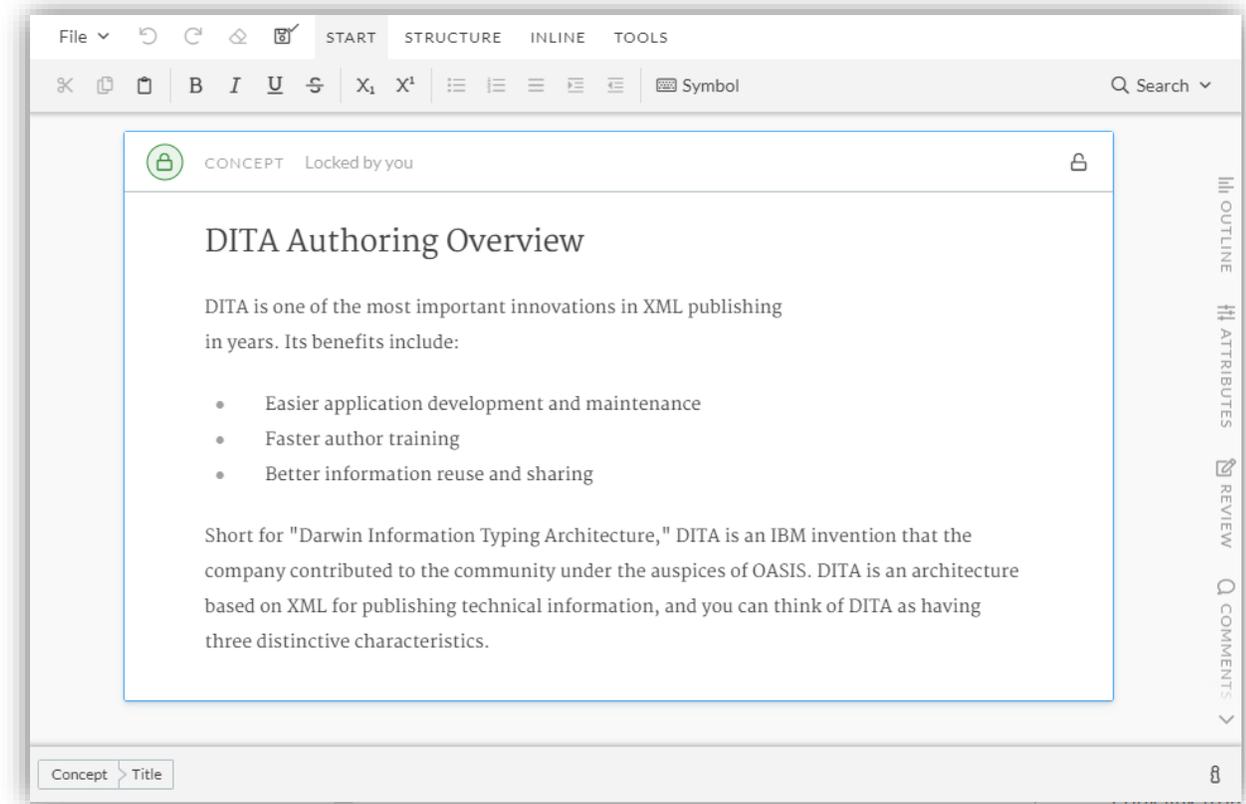
# WORKS WITHIN YOUR EXISTING ENVIRONMENT



# ARBORTEXT WEB EDITOR

## Capabilities

- Create structured textual information
- Customize and configure based on business requirements
- Integrated with PTC Windchill for seamless content management capabilities
- Familiar word processing features
- Easily reuse content



## Benefits

Increase authoring productivity

Concentrate on content accuracy

Eliminate duplicate efforts through content reuse

# ARBORTEXT WEB REVIEWER

## Capabilities

- Web-based annotations and commenting
- Real-time collaboration on the same content
- Indicate type and motivation for proposed change
- Ability to filter comments to focus view
- Manage disposition of comments
- Built-in Integration with Windchill

The screenshot displays the Arbortext Web Reviewer interface. The main content area shows a document titled "DITA Authoring Overview" with a "CONCEPT" label and "Locked by you" status. The text describes DITA as one of the "most important innovations" in XML publishing, listing three benefits: easier application development and maintenance, faster author training, and better information reuse and sharing. A "Proposed change" is visible, highlighting the word "technical" in red. The right sidebar contains a "Comments" section with a "Global comment" and a "Filter" button. The comment list shows a "Global general comment" and a "Technical comment" with a "Share" button. The interface also includes a "Comments" sidebar with "OUTLINE", "COMMENTS", and "SEARCH" options.

## Benefits

Review with Subject Matter Experts

Propose Content Changes

Comment on Source Documentation



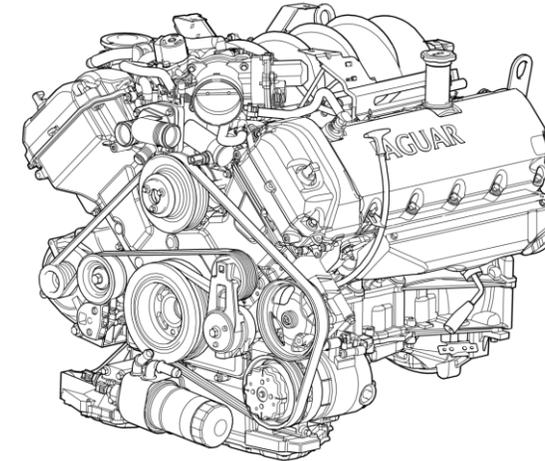
# ILLUSTRATION TOOLS



# CREO ILLUSTRATE AND ARBORTEXT ISODRAW

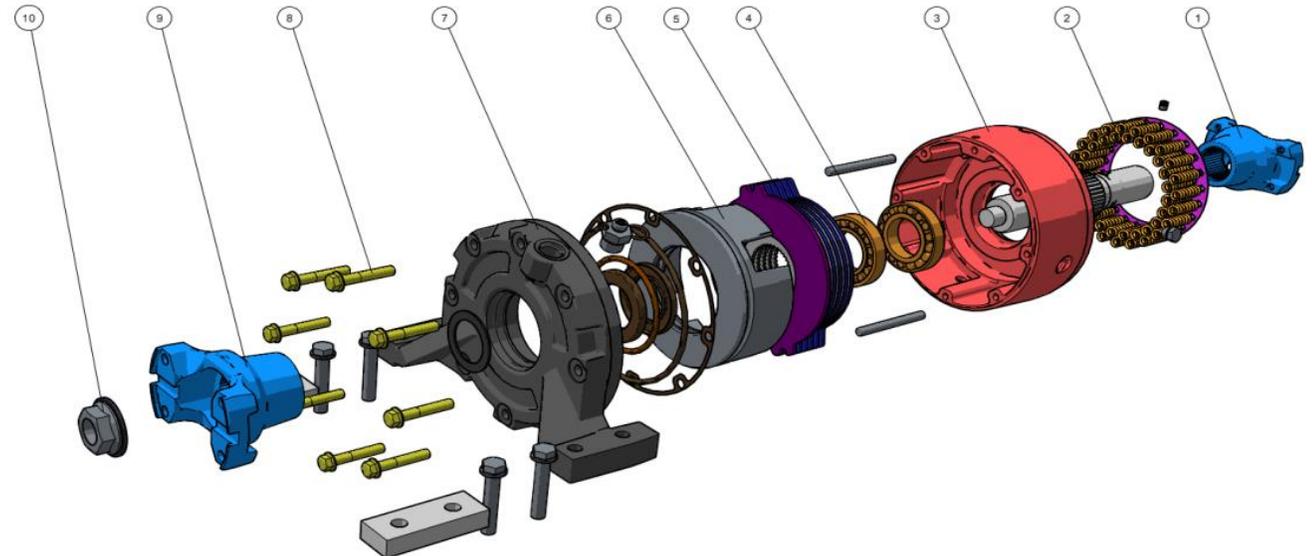
## ■ Arbortext IsoDraw

- Best-in-class Technical Illustration tool for creating 2D illustrations from 3D CAD, 2D vector, 2D raster, and/or scratch
- 2D output (.iso, .svg, .png, etc.)



## ■ Creo Illustrate

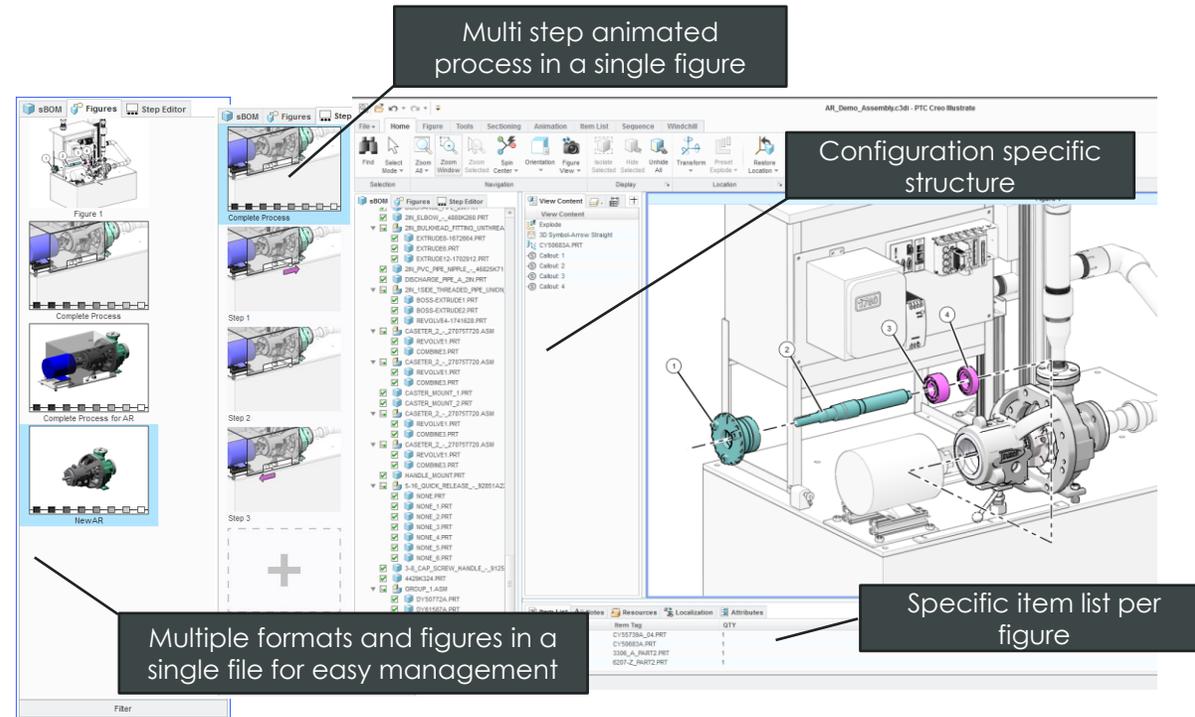
- Reuse 3D geometry to generate rich, interactive technical illustrations
- 3D or 2D output



# CREO ILLUSTRATE

## Capabilities

- Deliver configuration-specific graphical information
- Generate parts lists and call outs directly from CAD metadata to produce dynamic parts lists
- Create 3D animations to visually describe complex service procedures
- 2D and 3D publish and export capabilities



## Benefits

Increase Service and Parts accuracy

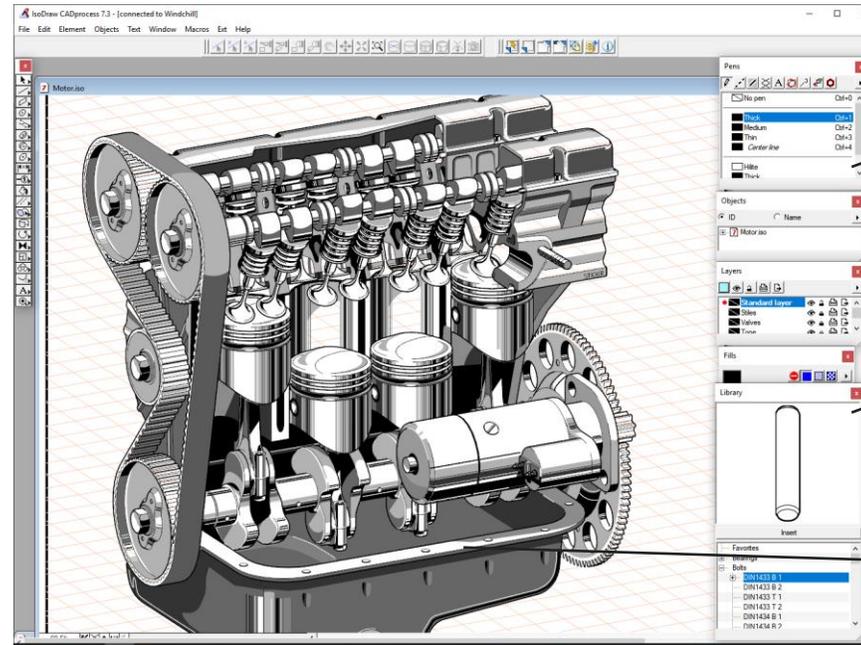
Accelerate maintenance and repair times

Enhance Customer Experience

# ARBORTEXT ISODRAW

## Capabilities

- 2D Vector Drawing with full suite of custom drawing tools
- Can work with 2D raster, 2D vector, and 3D source objects
- Complies with standards for technical publications (IETMs, S1000D, ATA)
- 2D vector or raster publishing



Perspective Drawing Tools

Bring 3D, 2D Vector, and 2D raster sources into a single illustration

Layers and shading

## Benefits

Style & Palette Tools

Interactive Hot-Spot Creation

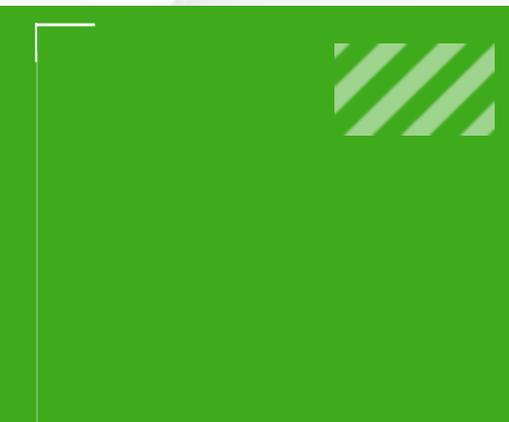
Macro Language

# CREO ILLUSTRATE SCHEMATICS

## Capabilities

■ xxx





# SERVICE INFORMATION AND SERVICE PARTS

# COMPONENT AUTHORIZING ORGANIZATION

- Information Structures: Functional or Product Structure View

Name	C	Version	State
Bus_Information_Structure		A.9 (Ser...	Released
1 MetroBus		A.4 (Ser...	Released
Air System		A.5 (Ser...	Released
Accessibility		A.5 (Ser...	Released
Body and Interior		A.5 (Ser...	Released
Brakes and Wheels		A.6 (Ser...	Released
Parking Brake		A.22 (Se...	Released
Parts List, Parking Brake		A.3 (Ser...	Released
Parts List, Outer Housing Kit		A.3 (Ser...	Released
Parts List, Hardware Cap Screw Kit		A.6 (Ser...	Released
Parking Brake Sequence PVZ		A.1 (Ser...	In Work
Parking Brake Animation PVZ		A.1 (Ser...	In Work
3D Parking Brake Video MP4 GDD		A.2 (Ser...	Released
Pressure Test (topic)		A.1 (Ser...	Released
Park Brake Will Not Release (topic)		A.1 (Ser...	Released

- Publication Structures: Book or Deliverable Structure

Name	Version	State
Parking_Brake_Service_Manual	A.2 (Service)	In Work
Table of Contents	A.1 (Service)	Released
Chapter 1: Assembly and Disassembly	A.3 (Service)	In Work
Park Brake Assembly (topic)	A.1 (Service)	Released
Pressure Test (topic)	A.1 (Service)	Released
Park Brake Disassembly with Animation (topic)	A.1 (Service)	Released
Chapter 2: Installation and Removal	A.2 (Service)	In Work
Chapter 3: Specifications	A.2 (Service)	In Work
Chapter 4: Troubleshooting	A.2 (Service)	In Work
Error Codes (topic)	A.1 (Service)	Released
Pressure Test (topic)	A.1 (Service)	Released
Park Brake Will Not Apply (topic)	A.1 (Service)	Released
Park Brake Will Not Hold (topic)	A.1 (Service)	Released
Park Brake Will Not Release (topic)	A.1 (Service)	Released
Index	A.1 (Service)	Released

# APPLICABILITY

- Filterable fields for technical content: options, serial numbers, dates



- Exhaust
- Braking
- Engine
- Safety

- Documentation
- Operating Procedures
- Service Procedures
- Spare Parts List

#	Part Number	Effective Date	Effective Date	Ref #	Replaceable
1	3000-01	1/1/2010	1/1/2010	3000-01	X
2	3000-02	1/1/2010	1/1/2010	3000-01	X
3				3000-01	X
4				4000-01	X
5				3000-02	X
6				3000-01	X

## Options

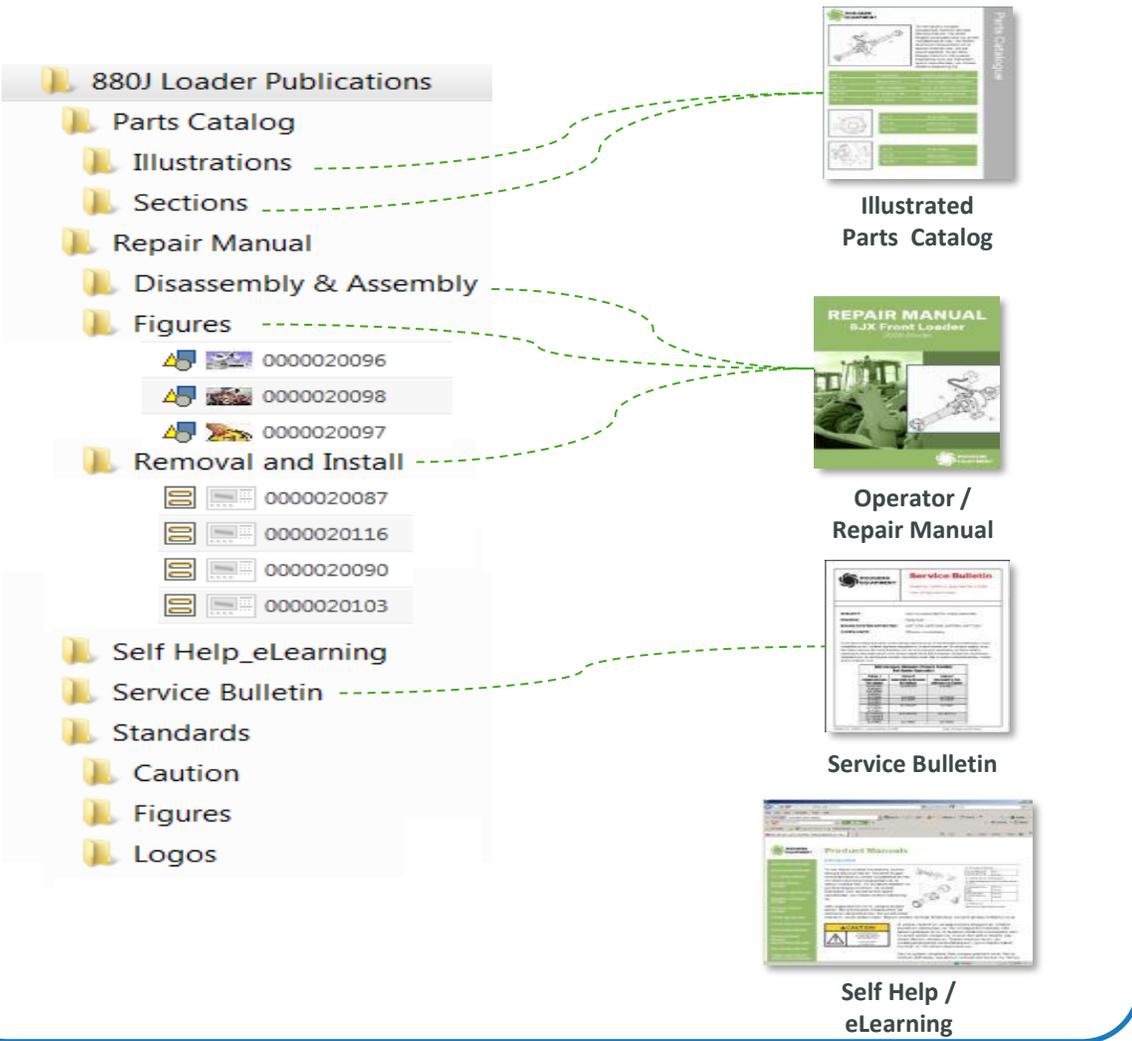
- 4 Wheel Drive
- 2 Wheel Drive

## Conditions

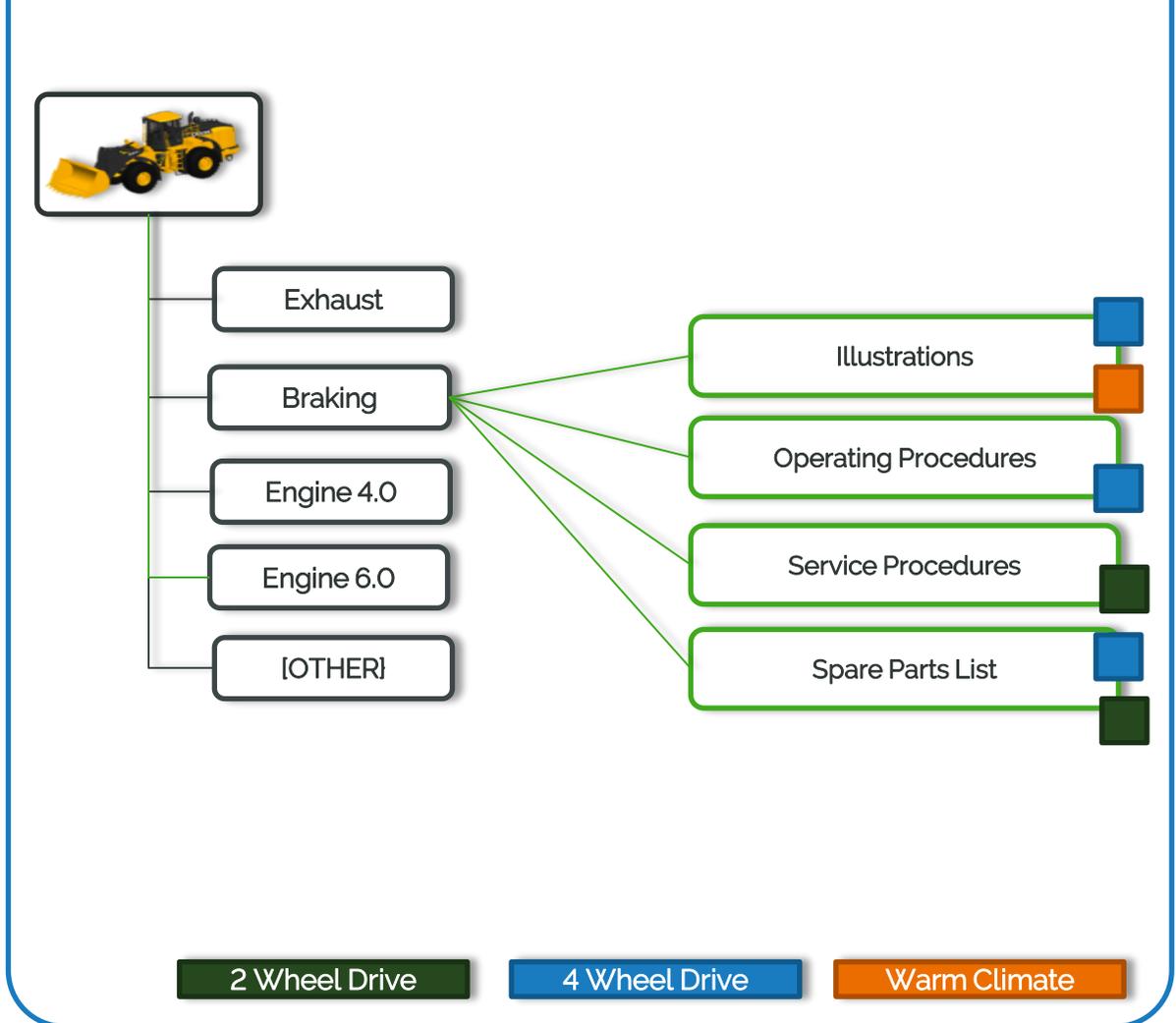
- Warm Climate
- Cold Climate
- Serial Numbers

# DOCUMENT & CONTEXT VIEWS

## Document Centric Information Management



## Product-centric Information Management



# CONFIGURATION SPECIFIC PUBLICATIONS

## Information Structure

800D Series

Brake System

Main Brakes

Parking Brake

Drivetrain

2 Wheel Drive

4 Wheel Drive

Engine

Valve System

Camshaft

Piston Rod

Transmission

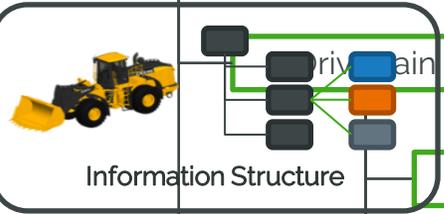
## Publication Structure

Repair Manual

TOC

Maintenance

Brakes



Overview

2 Wheel Drive

4 Wheel Drive

Index

PUBLISH

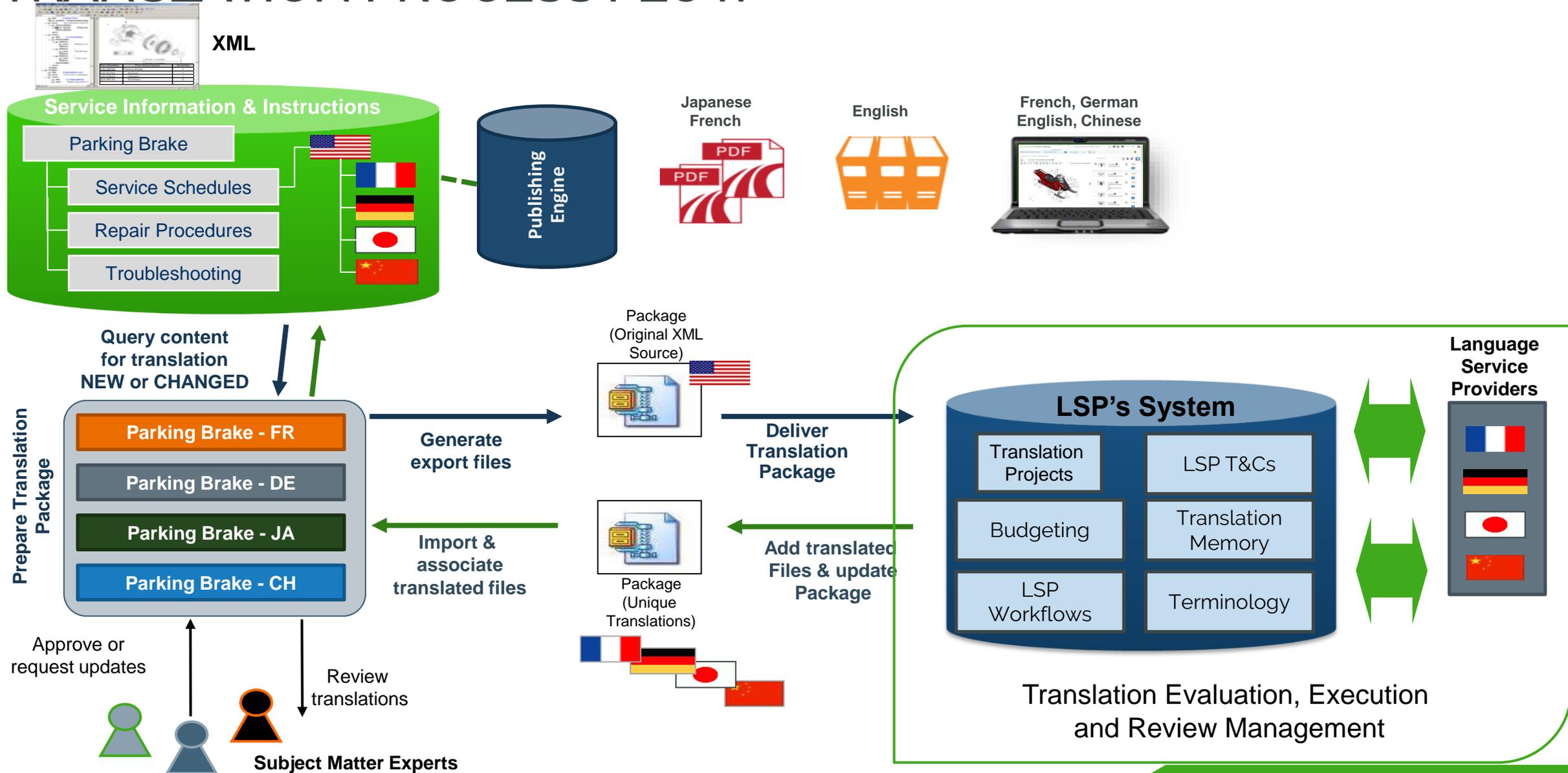
REPAIR MANUAL  
8JX Front Loader  
2009 Model

4 Wheel Drive

REPAIR MANUAL  
8JX Front Loader  
2009 Model

2 Wheel Drive

# TRANSLATION PROCESS FLOW



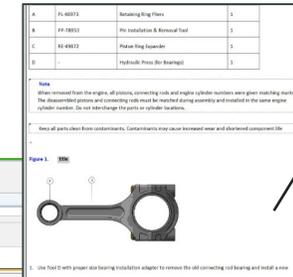
# WINDCHILL SERVICE INFORMATION

## Capabilities

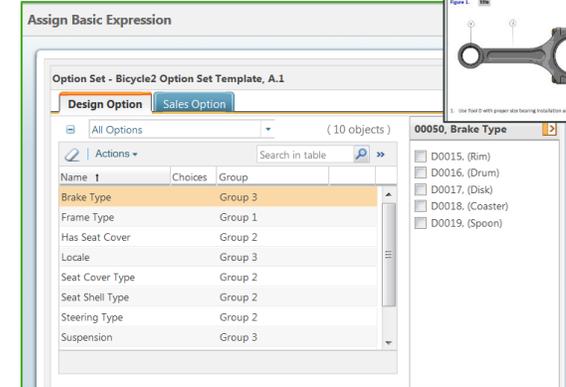
- Manage all the information necessary to service the product
- Manage translated content for global information delivery
- Apply set of conditions to enable context specific information delivery
- Deliver service information via interactive and print output
- Enables enterprise change management process



Information & Publication Service Structures

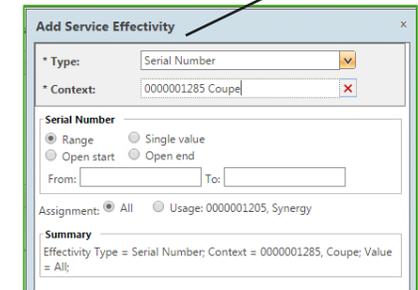


Information Element Management



Applicability, Effectivity conditions

Lifecycle, version and workflow management



## Benefits

Improved service information quality

Improved technician efficiency

Increase authoring productivity

# WINDCHILL SERVICE INFORMATION

## CAPABILITIES

- Manage all the information necessary to service the product (DMRL)
- Apply set of applicability conditions to enable context specific information delivery
- Enforce project business rules by use of the BREX module
- Enables enterprise change management process
- Seamless integration with upstream source data

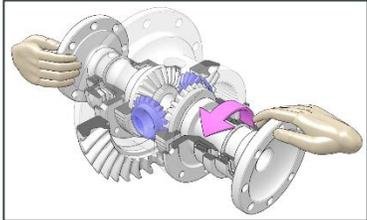
The screenshot shows the 'Information Element List' in Windchill. The list contains various parts identified by codes like 'DMC-STY401-A-00-00-00-00A-00EA-A'. One item is selected, and its details are shown in a pop-up window. This window includes fields for 'Extension', 'Attributes', and 'S1000' data. The 'S1000' section contains fields for Model Identification Code, System Difference Code, System Code, Sub System Code, Sub Sub System Code, Assembly Code, Disassembly Code, Disassembly Code Variant, and Technical Name.

Information Element Management (DM, PM, ICN)

Information / Publication Service Structures

A	PC-48973	Retaining Ring Pliers	1
B	PP-78953	Pin Installation & Removal Tool	1
C	BE-48972	Piston Ring Expander	1
D	-	Hydraulic Press (for Bearings)	1

**Note**  
When removed from the engine, all pistons, connecting rods and engine cylinder numbers were given matching marks. The disassembled pistons and connecting rods must be marked during assembly and installed in the same engine cylinder numbers. Do not interchange the parts in cylinder locations.  
Keep all parts clean from contaminants. Contaminants may cause increased wear and shortened component life.



Filter on Applicability, Technical conditions

Lifecycle, version and workflow management



The 'Edit Filter' dialog box shows various filter options. Under 'Product Identifier', several options are checked: 'number - five', 'number - four', 'number - one', 'number - three', and 'number - two'. There are also checkboxes for 'dmtype=checklist', 'dmtype=crew', 'dmtype=description', 'dmtype=fault', and 'dmtype=pid'. The dialog includes 'Apply' and 'Reset' buttons.

## BENEFITS

Improved service information quality

Improved technician efficiency

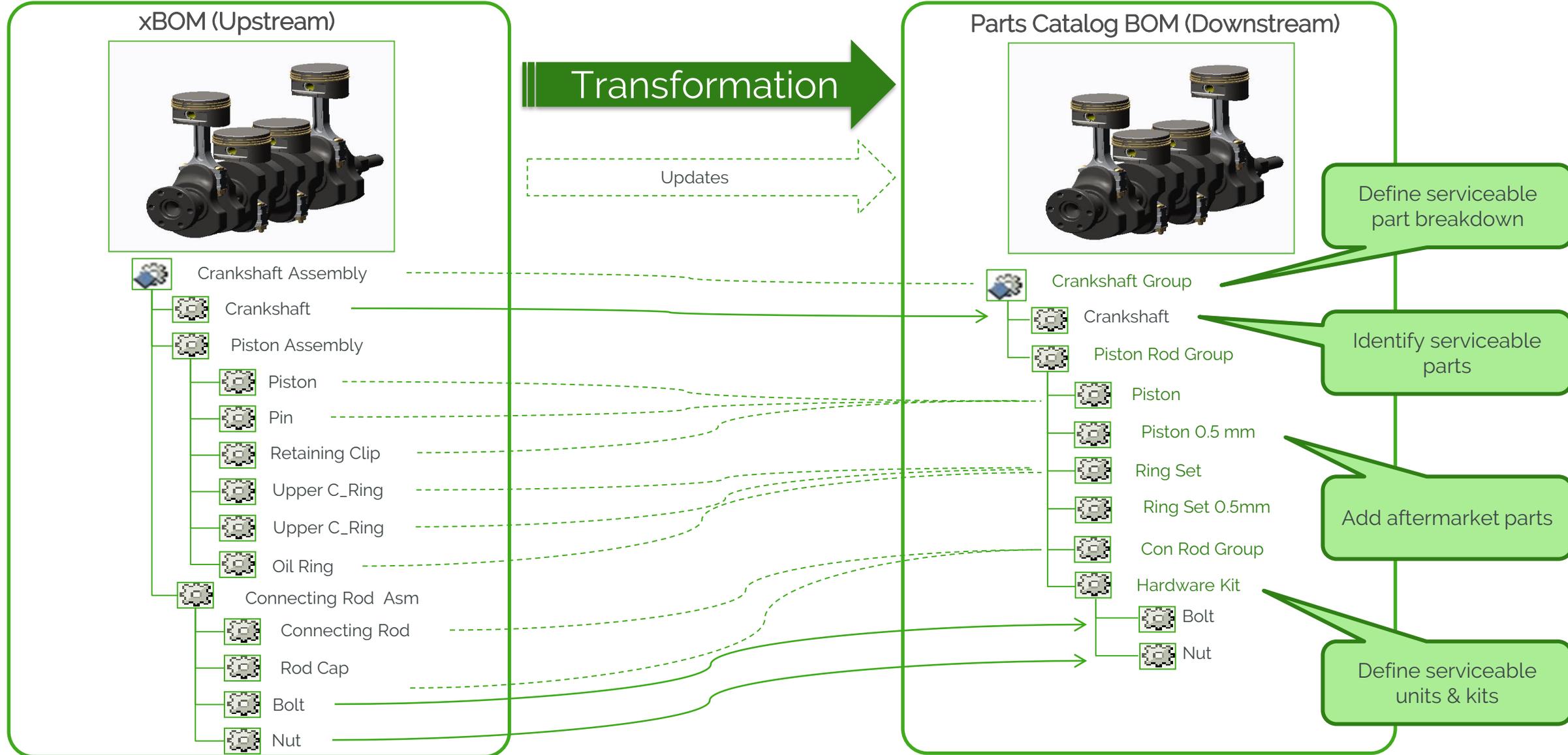
Increase authoring productivity

Improve customer satisfaction

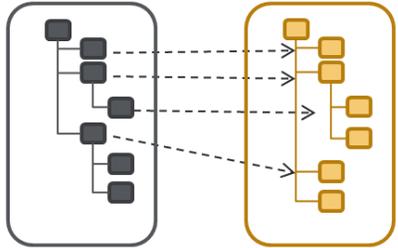


# XBOM TRANSFORMATION & ILLUSTRATED PARTS CATALOGS

# BOM TRANSFORMATION (UPSTREAM – DOWNSTREAM)



# TRANSFORM ENGINEERING DATA INTO SERVICE CONTENT



BOM Transformation

## Step 1:

Restructure Source BOM into associative Parts Catalog BOM

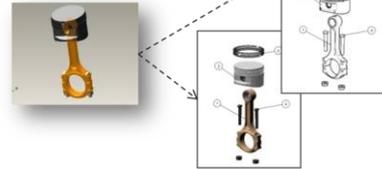


Item	Part #	Part Name	Qty	Notes
1	200-1100	Connecting_Rod	4	Always replace hardware (200-5100)
2	300-1100	Piston	4	
	300-1150	Piston (.50 Oversize)	4	Requires 100-1150
3	100-1100	Ring_Set	4	
	100-1150	Ring_Set (.50 Oversize)	4	Use with 300-1150 Only
4	200-5100	Hardware_Kit	4	

Create Parts List

## Step 2:

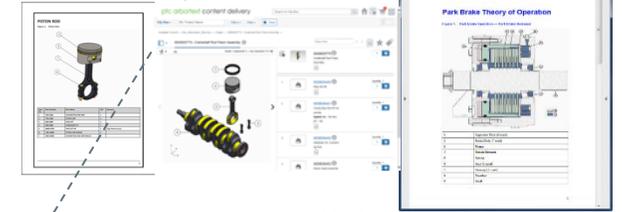
Automate generation of parts list items linked to Parts Catalog BOM



Create Illustrations

## Step 3:

Use engineering CAD or legacy graphics to create parts list illustrations; automatically generate callouts and hotspots in 3D illustrations



Publish

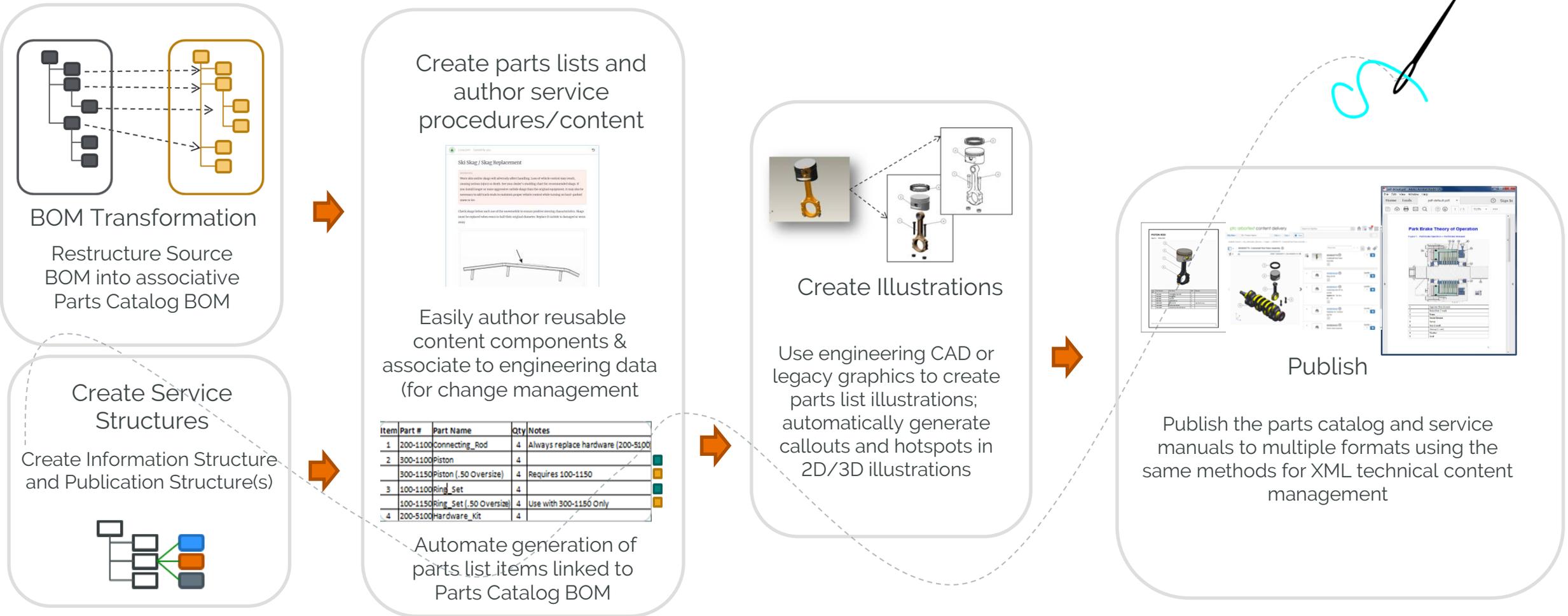
## Step 4:

Publish the parts catalog to multiple formats using the same methods for XML technical content management

Change management to identify impact of BOM changes & incorporate updates into Parts Catalog BOM, parts lists, and Illustrations for up-to-date service content delivery

Impact Analysis and update

# TRANSFORM ENGINEERING DATA INTO SERVICE CONTENT



Change management to identify impact of BOM/CAD changes & incorporate updates into Parts Catalog BOM, parts lists, document components and Illustrations for up-to-date service content delivery

Impact Analysis and update

# WINDCHILL SERVICE PARTS

## Capabilities

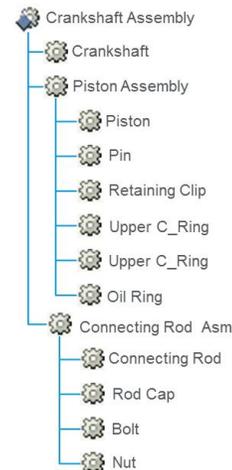
- Define and manage Service Bill of Material (sBOM)
- Create 2D & 3D callout graphics for illustrated parts catalogs
- Automatically generate parts lists from Service BOM
- Product configuration specific delivery of parts information
- Enable enterprise Change Management to understand engineering changes impact



Associative Service BOM Definition

3D Illustrated Parts Information Management

2D Illustrated Parts Catalog Output



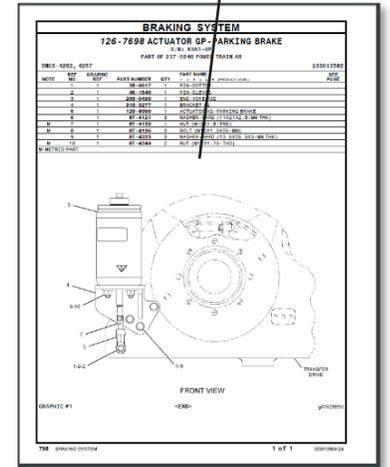
Number	Organization ID	Name	Item Number	Item Sequence Number	Indenture	Part Number
000000261	OEM	ASM-SKI PRO STEER BSC			0	5136908
0000002249	OEM	Ski Pro Pl. SVG			0	5136908-2
0000001949 C3DI	OEM	Ski Pro Pl. Creo Illustrate			0	1823917
5136908	OEM	BUSHING-PLASTIC SKI METRIC			0	5414375
5136908-2	OEM	BUSHING-PLASTIC SKI METRIC SERIAL			0	5414375-2
1823917	OEM	SKAG-CARBIDE 4" 60" 8MM STUD			0	5435081
1823917-2	OEM	SKAG-CARBIDE 4" 60" 8MM STUD LATE			0	5439301
5414375	OEM	STOP-SKI RUBBER			0	7566120
5414375-2	OEM	STOP-SKI RUBBER OPTION			0	7566110
5435081	OEM	TOE-PLASTIC, SKI			0	7566100
5439301	OEM	SKI-PLASTIC PRO STEER BSC			0	
7566120	OEM	SKI KIT			0	
7566110	OEM	TOE-PLASTIC KIT			0	
7566100	OEM	CARBIDE NUT KIT			0	

## Benefits

Improve part identification

Improve part ordering accuracy

Increase service parts revenue



# WINDCHILL SERVICE PARTS

## CAPABILITIES

- Define and manage Service Bill of Material (SBOM)
- Create 2D & 3D callout graphics for illustrated parts catalogs
- Automatically generate S1000D IPD Data Modules from Service BOM
- Product configuration specific delivery of parts information
- Enable enterprise Change Management an understand engineering changes impact

Associative Service BOM Definition

2D Illustrated Parts Catalog Output

The screenshot displays the Windchill Part List interface for product 'm\_sty401\_20150902'. The 'Structure' tab is active, showing a list of parts including Nut, Screw, Hub, Drive Shaft, and Radio. The 'Service Replacement Information' table is expanded, showing item numbers, sequence numbers, names, and interchangeability. A 3D model of a landing gear assembly is visible in the background.

Item Number	Item Sequence Number	Name	Interchangeability	Attaching Storage or Shipping Part	Select
0	0A	Nut		1	f
1	0A	Screw		2	f
2	0A	Hub		2	f
		Drive Shaft		1	r
		Drive Shaft		2	r

The 2D illustrated parts catalog output shows a technical drawing of a landing gear assembly with numbered callouts (1-10). Below the drawing is a table with columns for Fig, Item, Units per assembly/unit of issue, NCAGE, Part No., NATO Stock Number, Description, and Usable on code asy MV/Effect.

Fig	Item	Units per assembly/unit of issue	NCAGE	Part No.	NATO Stock Number	Description	Usable on code asy MV/Effect
0						Description for Part	• MB

3D Illustrated Parts Information Delivery

## BENEFITS

Improve part identification

Improve part ordering accuracy

Improve service efficiency and costs

Increase service parts revenue



# ARBORTEXT CONTENT DELIVERY

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# OVERVIEW

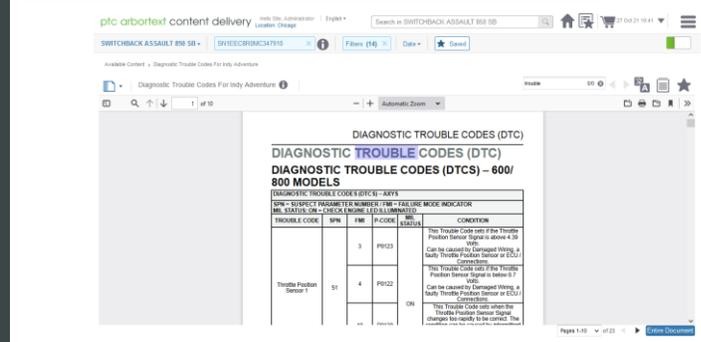
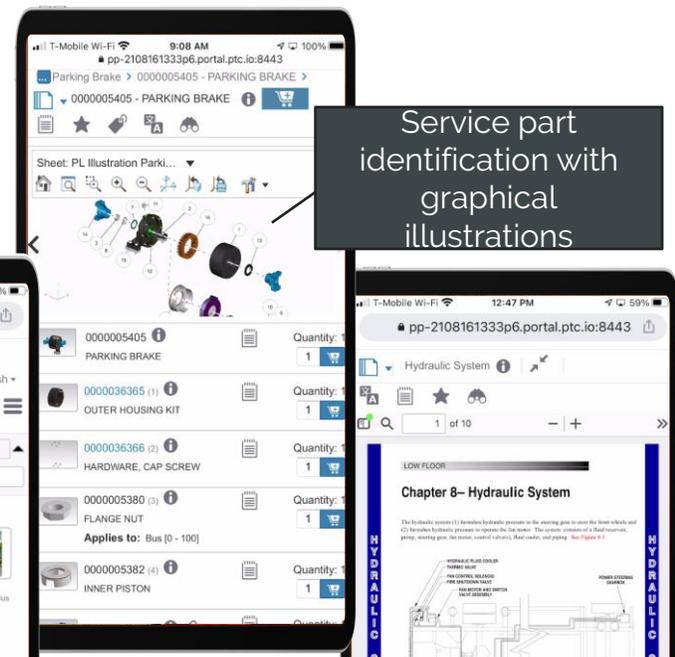
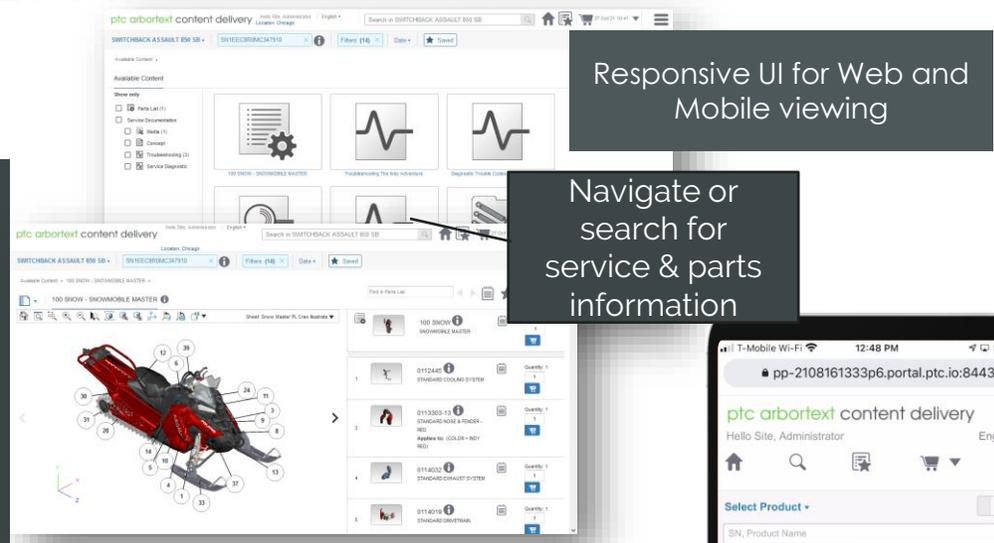
- Provides access to updated, configuration specific, service information, and parts catalogs.
- Precision search, navigation and filtration pinpoint the user to the necessary high-quality information, boosting technician productivity and increasing field efficiencies.
- PTC Arbortext Content Delivery is a powerful scalable foundation which provides a single web portal to access your content
- Viewer supports mobile and offline delivery

# ARBORTEXT CONTENT DELIVERY

## Contextual Delivery Platform

### Capabilities

- Consolidated access to existing service content in multi-languages
- Contextualized searching and filtration of content for specific model or serialized equipment configuration
- Robust navigation with dynamic TOC
- BOM driven Delivery of illustrated parts catalogs
- Deliver dynamic, interactive 3D and 2D illustrations
- Print for on-demand PDF outputs
- Integrated eCommerce module
- Responsive UI for Web and Mobile viewing
- REST APIs
- Offline module
- Cloud Ready
- ACD Analytics



### Benefits

Content delivery to point of service

Improved technician lookup Using Mobile devices or Laptops

Reduced time for service event resolution

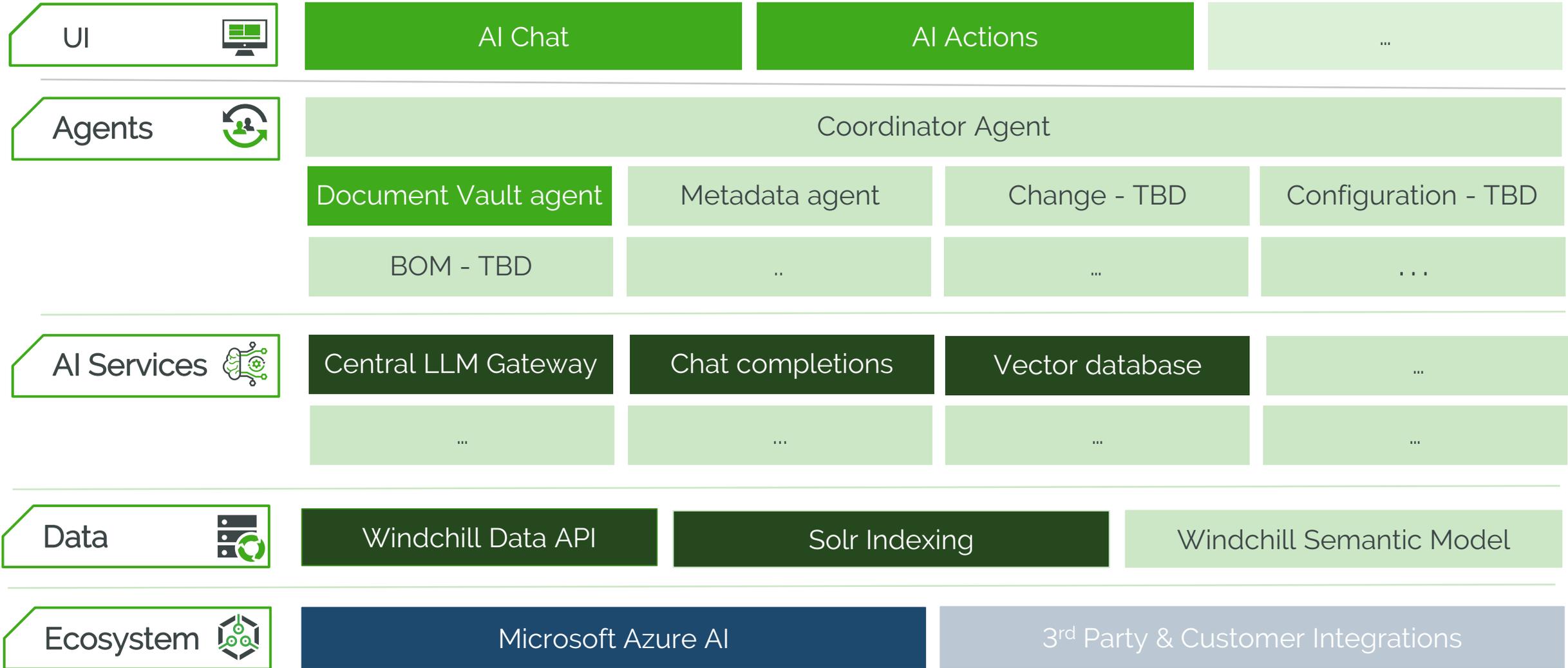


THANK YOU

[ptc.com](https://www.ptc.com)



# WINDCHILL AI



# ACD 2.0 AI, AT A GLANCE

UI 

AI Chat

AI Actions

...

Agents 

"Coordinator" Agent

...	...	...	...
...	...	...	...

AI Services 

Central LLM Gateway

...	...	...
...	...	...

Data 

ACD 2.0 Data API

ACD 2.0 Semantic Model

Ecosystem 

Microsoft Azure AI

3<sup>rd</sup> Party & Customer Integrations