



EAC ALLIANCE PROGRAM

EXPERT WINDCHILL SYSTEM ADMINISTRATION

The EAC Alliance Program is designed to provide on-going technical support, business process consulting, and adoption services on a monthly basis. Multiple levels of support are available to suit your organization's specific needs. EAC's Alliance Program is available in three tiers.

SILVER

STANDARD CONTENT

WC Application Management
Administration Support

RECOMMENDATIONS

Under 100 Users
Up to 2 Servers
Single Site
1 WC Admin

No Integrated or Special
Modules Deployed

EXCLUSIONS

Navigate, ThingWorx, EAC Apps,
Project Manager, Included
Upgrades, User Mentoring

GOLD

STANDARD CONTENT

Expanded SILVER +
Business Process Consulting

RECOMMENDATIONS

100-200 Users
3 Servers
2 Locations
2 WC Admins

Navigate, Arbortext, or Multi-Site
Replication Modules Deployed

EXCLUSIONS

Integration to Customer
Ticket System, Product Server
Deployment Assist, DB Space
Management

PLATINUM

STANDARD CONTENT

Expanded GOLD +
System & PLM Oversight Support

RECOMMENDATIONS

Over 200 Users
Over 3 Servers
Over 2 Locations
Over 2 WC Admins

Multiple Modules Deployed of
Navigate, Arbortext, Multi-Site
Replication

EXCLUSIONS

Modification of Custom Windchill
Code, 'Included' ThingWorx
Alliance

SILVER

GOLD

PLATINUM

STANDARD PRODUCT TIERS & ADDITIONAL OPTIONS

Rehost Windchill	✓	Standard	Standard
Workflow Administration Guidance	✓	Standard	Standard
Database Maintenance	✓	✓	✓
Remote Monitoring	✓	✓	✓
CreoView Publishing	✓	✓	✓
Windchill/Creo Integration Support	✓	✓	✓
Windchill Upgrade <small>*3 year contract minimum required, only one upgrade permitted per contract</small>	✓	✓	✗
Replication Server Maintenance	✗	✓	✓
ThingWorx Navigate Oversight	✗	✓	✓
Arbortext Oversight	✗	✓	✓
ThingWorx Navigate Maintenance	✗	✗	✓
ThingWorx Platform or 3rd Party Application Support	✗	✗	✗
Direct End-User Technical Support, CAD Mentoring, or Windchill Mentoring	✗	✗	✗

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

THE BENEFITS TO YOU

- A Stable PLM 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