SMART, CONNECTED SUPPORT WITH PERFORMANCE ADVISOR FOR PTC WINDCHILL

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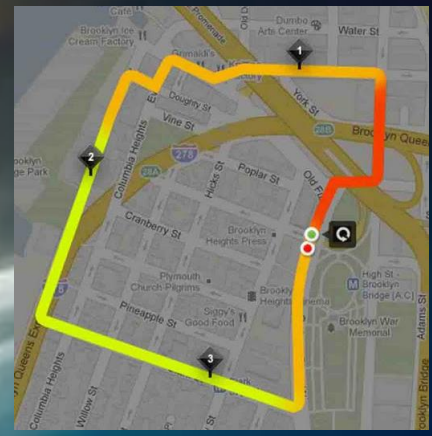
PTC

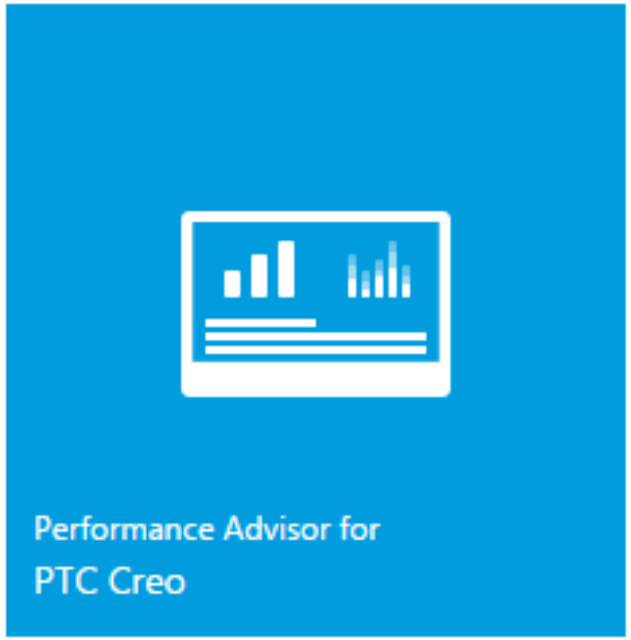
June 9, 2016

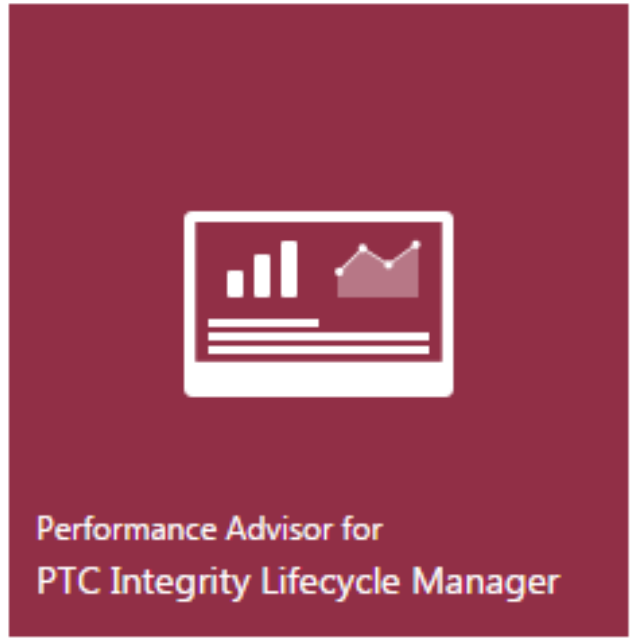
THE “QUANTIFIED SELF”



“QUANTIFIED PTC PRODUCTS”

PTC© Performance Advisor





8,612

customers

are sending data to PTC

Connected proactive support

319,840

customer data sets collected

Connected proactive support

3,937

recommendations sent to customers

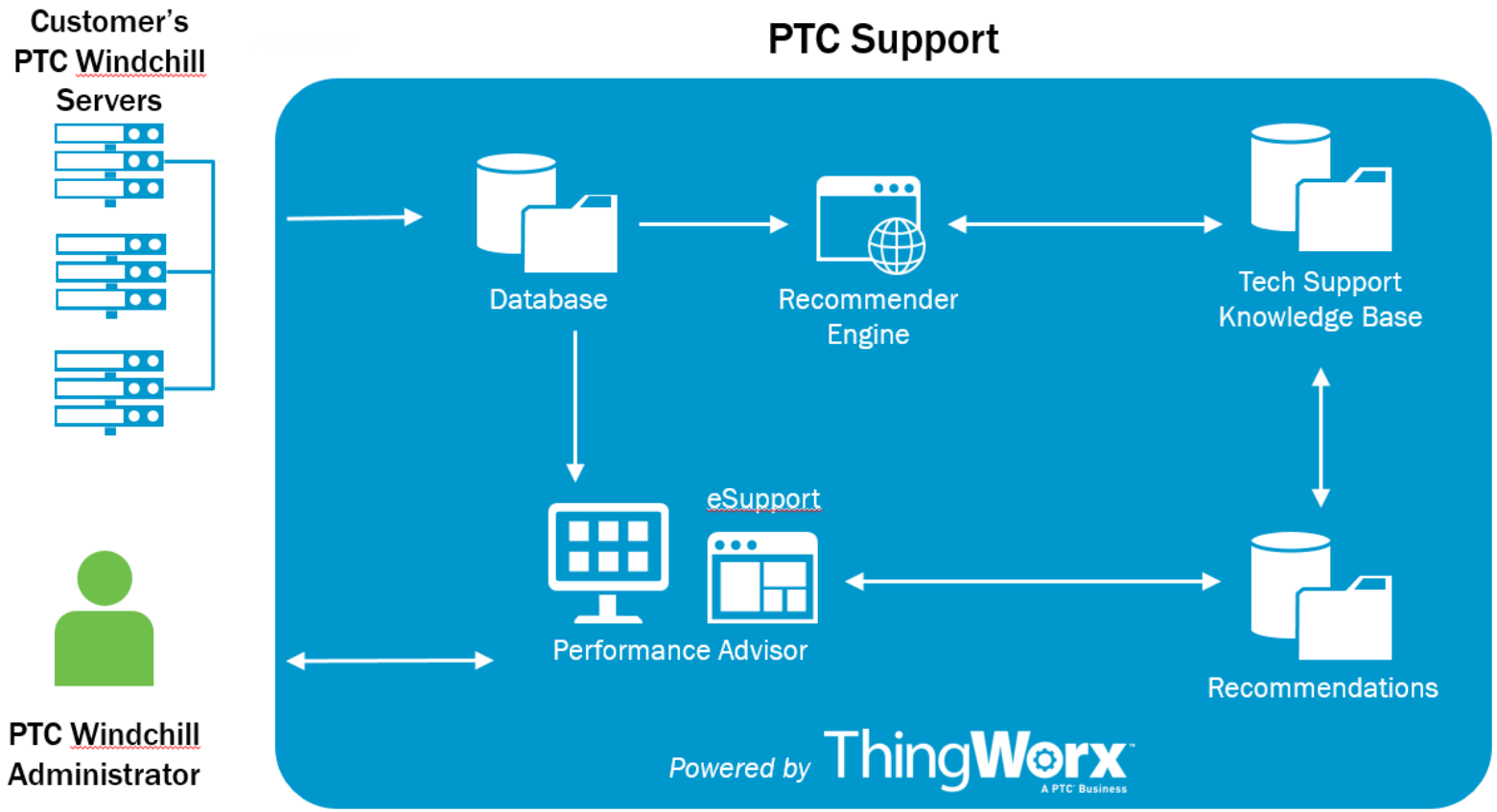
AGENDA

- ❑ Overview
- ❑ Demonstration
- ❑ Roadmap
- ❑ Call to Action

SMART, CONNECTED PTC WINDCHILL DELIVERS…

CAPABILITIES

- Using IoT to better service and support PTC software
- Proactive Support – detecting issues before they become “issues”
- Configurable dashboards to help monitor systems configuration, usage and peer comparisons
- License and usage monitoring tools
- Private & Secure environment



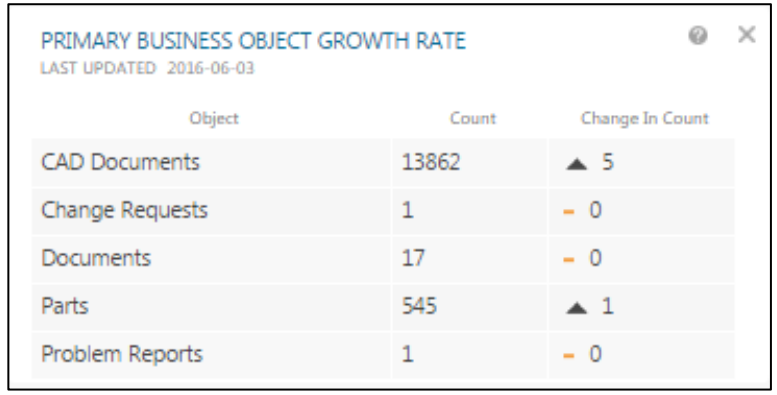
BENEFITS

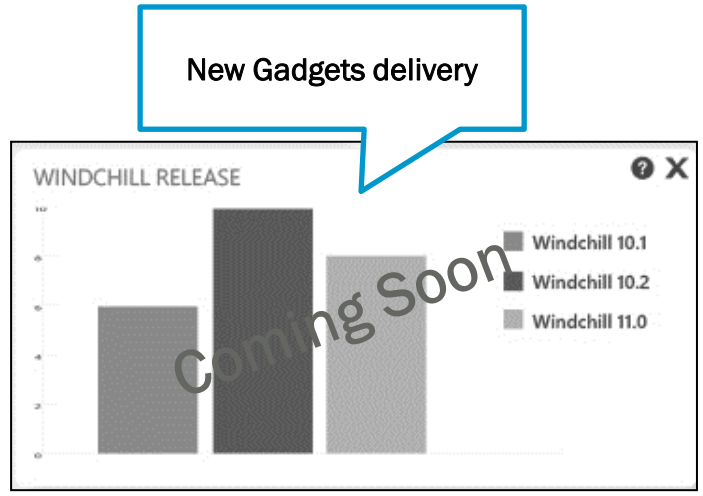
- Increased end-user productivity
- Decrease IT cost of managing PTC Applications
- Reduced incident rates

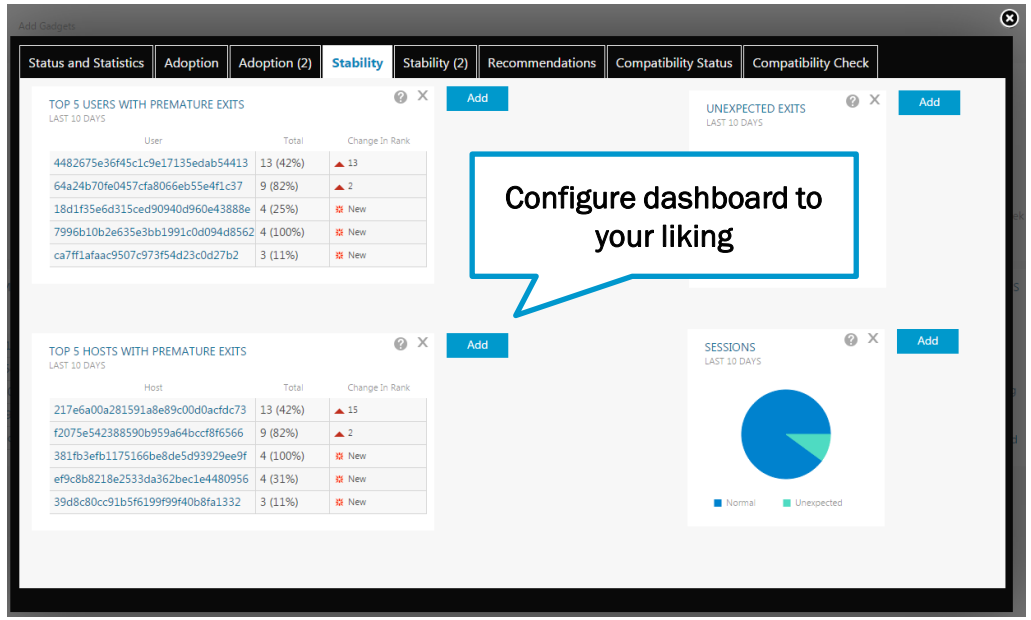
DEMO

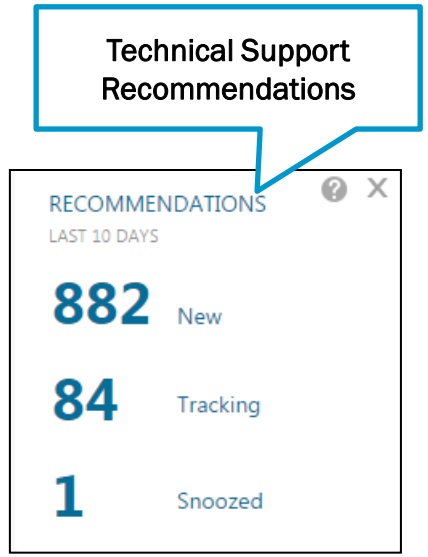
GET SMART

- Continuous delivery
  - SaaS approach
  - New Gadgets/capabilities delivered over time
- Flexibility
  - Personalize your dashboard to show reports of most interest
  - Only share the data your company is most comfortable in sharing
- Privacy
  - User information is anonymized
  - Only you have access to your data
  - Generic information aggregated for peer comparison reports









SECURE & PRIVATE

- Security & Privacy
  - **User privacy** - UserID information is randomized using a keyless one-way hash prior to transmission to PTC
  - **Data Transmission** – connection is made over SSL (port 443)
  - **Data Security** - data resides on a set of PTC servers where it is hosted and processed. The server's security is rigorously controlled with limited access.

	System Information and Peer Comparison	License Compliance	Issue Reporting and Recommendations
Windchill System Information Windchill version, configuration, OS, CPU, DB, etc...	✓	✓	✓
Windchill Properties All property files, clusterwide	✓		✓
Windchill Performance Metrics JMX, Top SQL, Long running transactions, Cache utilization metrics	✓		✓
Windchill Database Statistics Database row counts, SQL statement statistics	✓		✓
Windchill Configuration Assistant Cache settings			✓
License Usage Report PDMLink, ProjectLink and View Print license usage; 1 week resolution of data		✓	

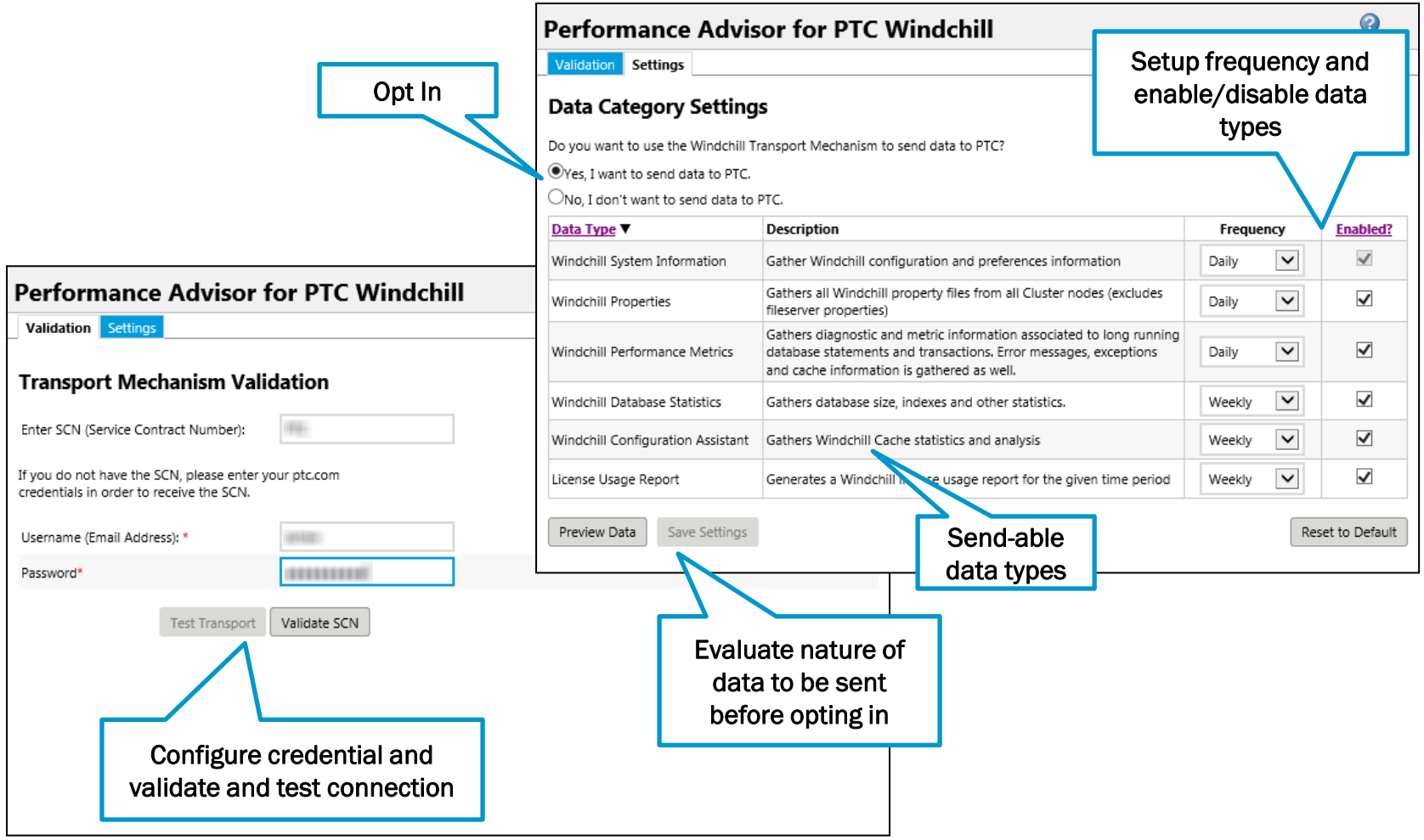
- Available for all Active Support customers running:
  - Windchill 11 F000 and higher
  - Windchill 10.2 M030*
  - Windchill 10.2 M020*

* Requires software patch downloadable from PTC

GET CONNECTED

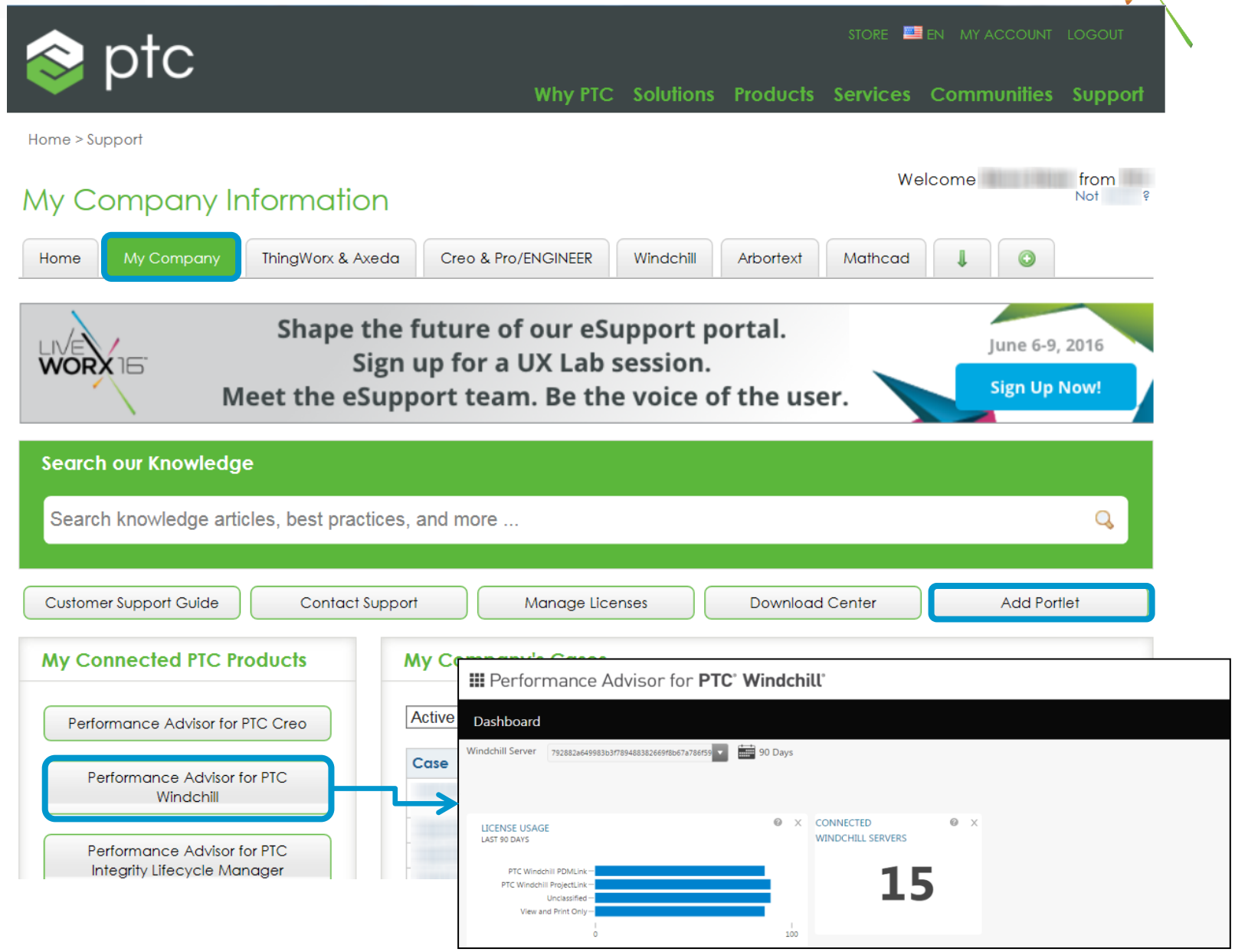
- Windchill Server Setup
  - Enable at Install option
  - Post-install opt-in option
- Setup communication
  - Provide SCN and Admin credentials
  - Test data transport connection
- Configure Data Sharing
  - Select data types
  - Prescribe frequency of data transfer

Site > Utilities > Performance Advisor for PTC Windchill



GET CONNECTED

- Go to your PTC eSupport portal
- Select the “My Company” tab
- Click on the “Add Portlet” button and choose “My Connected PTC Products”
- Requires
  - PTC.COM eSupport **Online Supervisor** credentials
  - Active Windchill SCN paired with privileges for the given user required.
  - Able to Access all connected Windchill servers under common SCN



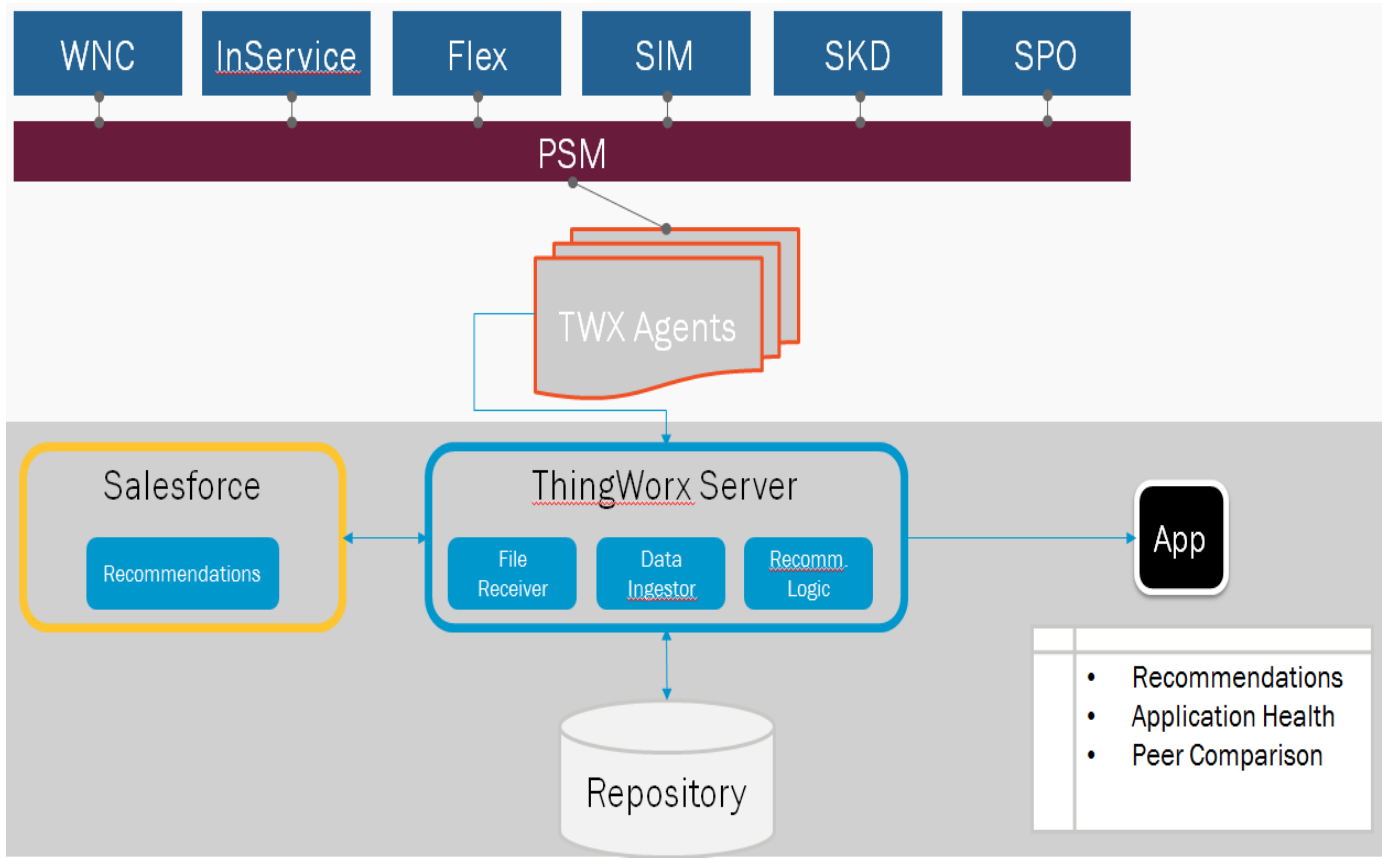
ROADMAP

THE INFORMATION IN THESE SLIDES REGARDING POSSIBLE FUTURE RELEASES IS NOT INTENDED TO BE PART OF ANY COMMERCIAL OFFER AND IS PROVIDED SOLELY FOR INFORMATIONAL PURPOSES. SUCH INFORMATION DOES NOT IN ANY WAY CONSTITUTE COMMITMENTS, PROMISES OR LEGAL OBLIGATIONS UPON WHICH CUSTOMERS MAY OR SHOULD RELY. THE DEVELOPMENT, RELEASE AND TIMING OF ANY FEATURES OR FUNCTIONALITY DESCRIBED FOR PTC PRODUCTS REMAINS SUBJECT TO CHANGE AT ANY TIME AT PTC'S SOLE DISCRETION. IN NO EVENT SHALL PTC BE LIABLE TO CUSTOMERS FOR FAILURE TO ADHERE TO ANY SUCH ROADMAP AND/OR TO PRODUCE OR DELIVER ANY FUNCTIONALITY DESCRIBED IN THESE SLIDES. A CUSTOMER'S DECISION TO PURCHASE ANY PTC SOFTWARE PRODUCTS MUST IN ALL CASES BE BASED UPON THE CURRENT FUNCTIONALITY OF THE RELEVANT PRODUCTS AND NOT UPON ANY POTENTIAL FUTURE FUNCTIONALITY AND/OR FEATURES DESCRIBED IN THE PRODUCT ROADMAP.

CONNECTED PTC SYSTEM MONITOR

Capabilities

- Capture rich diagnostic data
- Visibility into feature usage
- Performance metrics
  - Application
  - Host

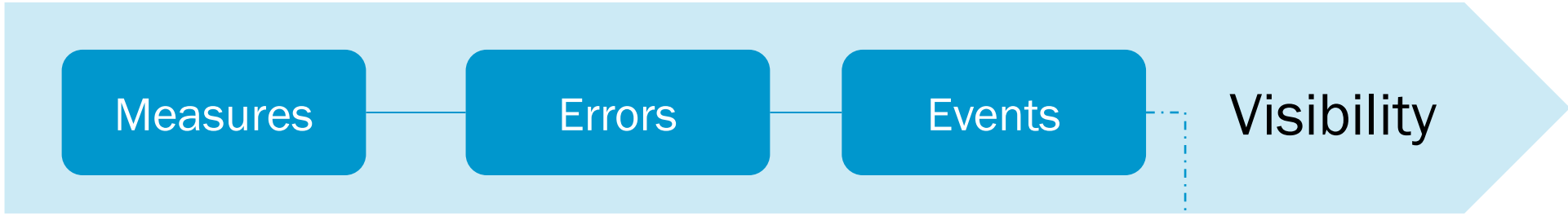


Fall 2016	Common Platform for PTC Products	Feature Usage	Peer Comparison

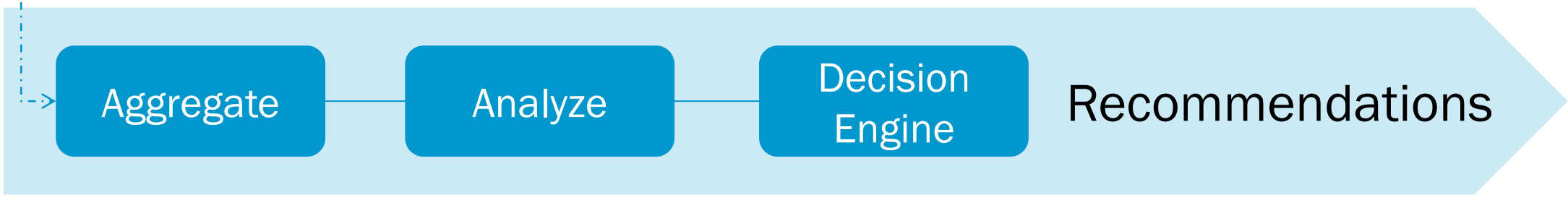
Future looking information. Subject to change without notice. © 2016 PTC

PTC SYSTEM MONITOR vs PERFORMANCE ADVISOR

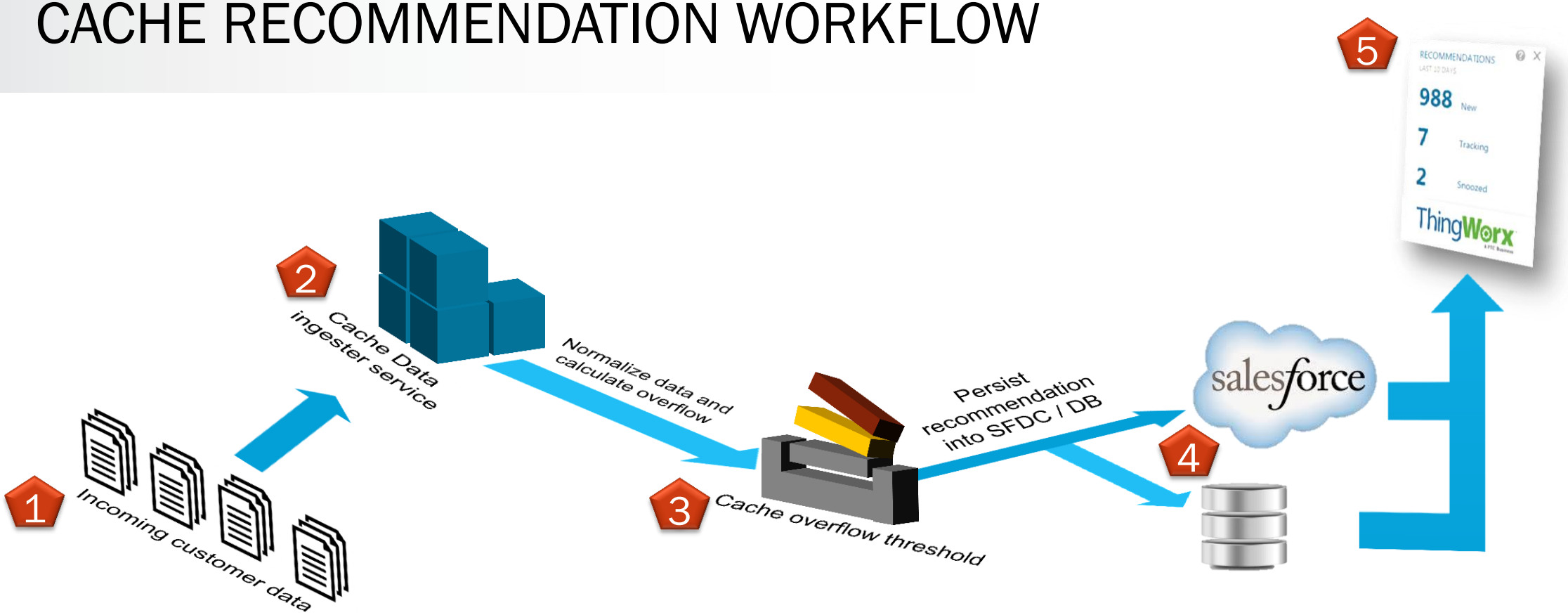
PTC System Monitor



Performance Advisor



CACHE RECOMMENDATION WORKFLOW

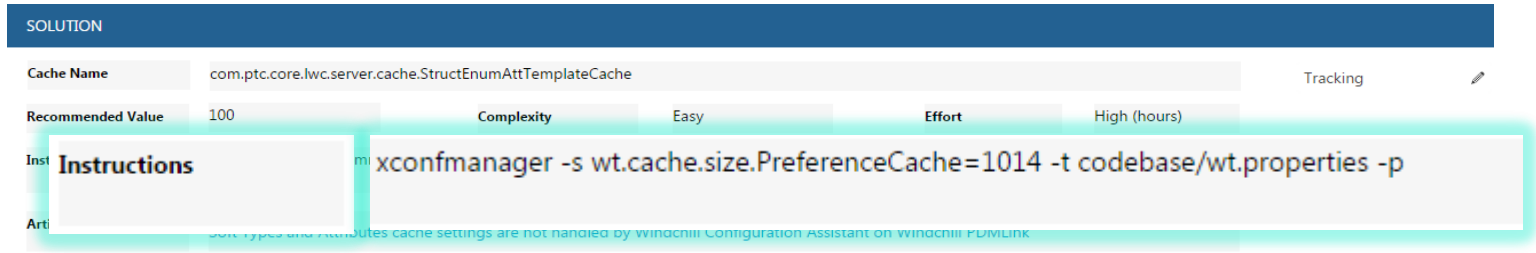


SYSTEM OVERVIEW

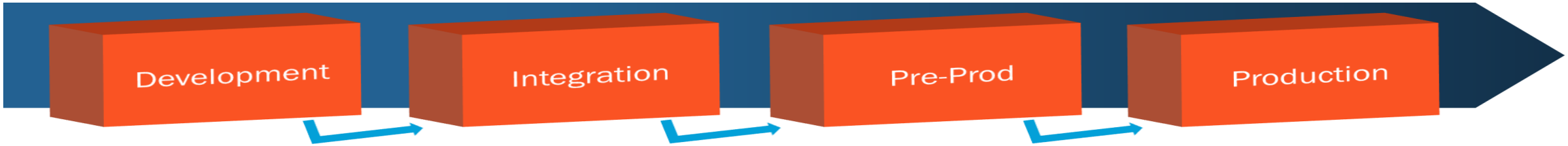
1. Incoming files are un-compressed. JMX. WCA and Customer identity data is extracted and passed on to ingester service
2. JMX Data is loaded into memory, time interval data is normalized and overflow rate is calculated per cache per JVM
3. If overflow is higher than 1/second across cluster, cache sizing recommendation is triggered based on current cache size:
   - <5000 increase cache size by 100%
   - >5000 and <50000 increase cache size by 50%
   - >50000 contact technical support
4. Recommendations are persisted into SFDC and local DB based on overflow algorithm or WCA data
5. TWX integration hub pulls data from multiple sources into dashboard

RECOMMENDATIONS ROADMAP

- **Today**
  - Custom tailored recommendations
  - Easy to deploy



- **Phase 2**
  - Simplified deployment
    - Download solution package
    - Enables change control and automation



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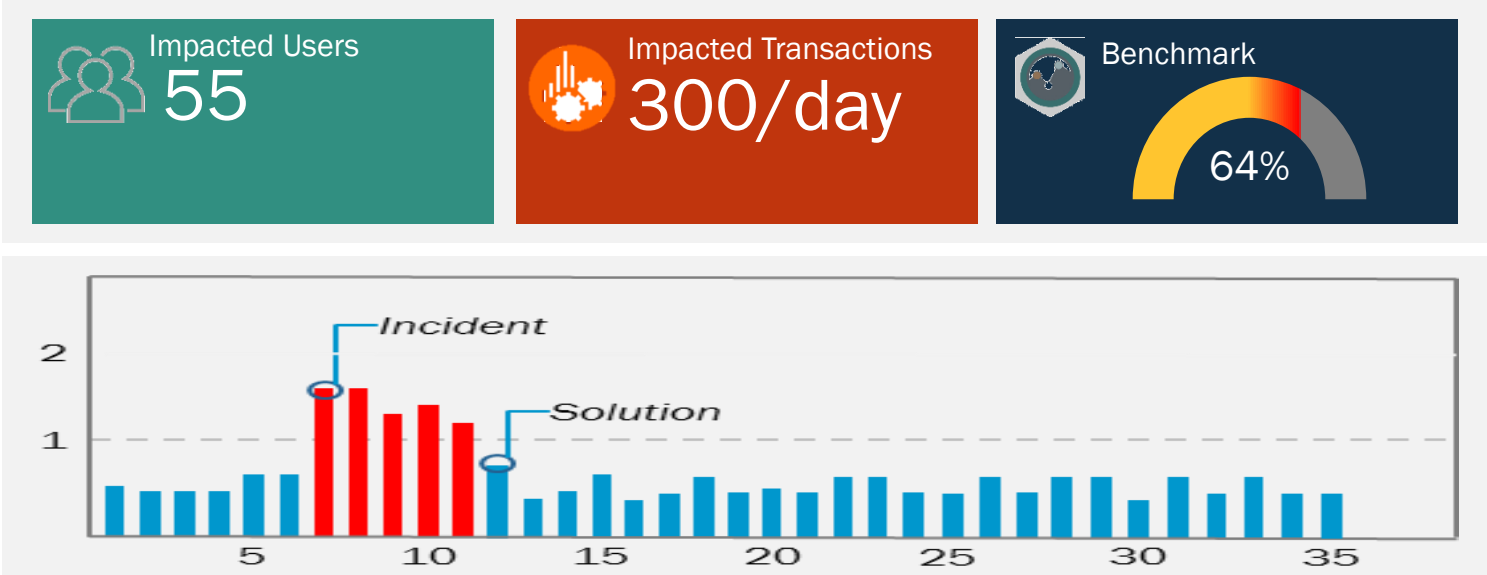
RECOMMENDATIONS ROADMAP

- **Phase 3**
  - Context and Impact per recommendation
  - Validation of solution
  - Automated Incident management workflow



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PEER COMPARISON

- Benchmark metrics
  - Availability
  - Responsiveness
  - Profile based comparisons
  - Feature Usage
  - Configuration
- Benefits
  - Identify anomalies
  - Identify and priorities areas for improvement

Application

Stability

Performance

Configuration

Performance

Feature	Percentile	Peer Average	Your Average	Min Avg	Max Avg
Create Part	78th	89s	120s	29s	230s
Publish Part	95th	245s	190s	50s	287s
Create Change Notice	5th	2s	4.5s	3s	34s

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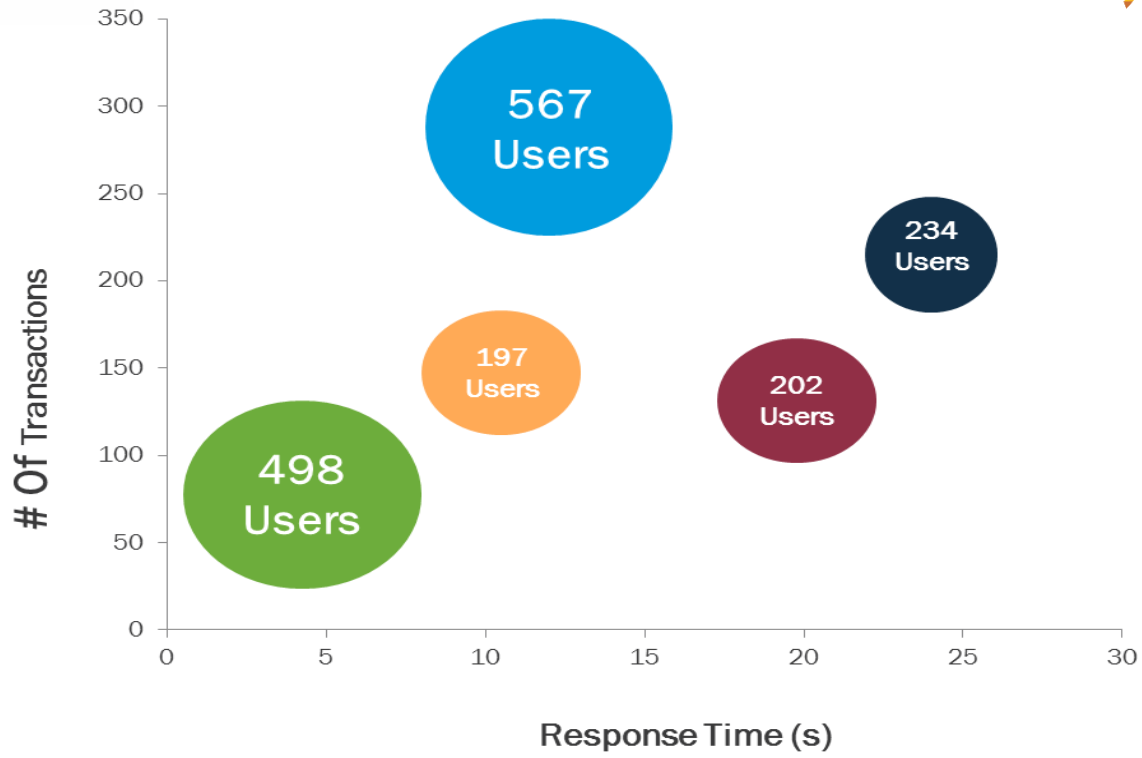
FEATURE USAGE

- Benefits
  - Compliance with company standards and business best practices.
  - Monitor usage of costly customizations
  - Focus testing on usage patterns
  - Improve precision learning programs for individual end-user adoption



Feature	Average	Min	Max
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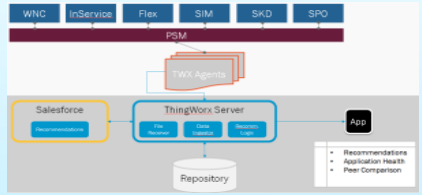
ROADMAP

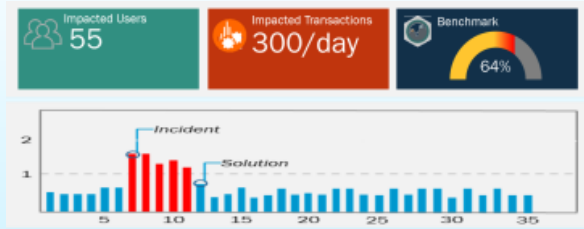
- Phase 2 Recommendations
  - Download Solution
- Browser Usage and Application Peer Comparison Reports
- Connected PSM



R1.2

Fall

- Recommendations SQL Tuning
- Phase 3 Recommendations
  - Traceability and Context



R2

Winter

2016

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SUMMARY

Benefits of Performance Advisor

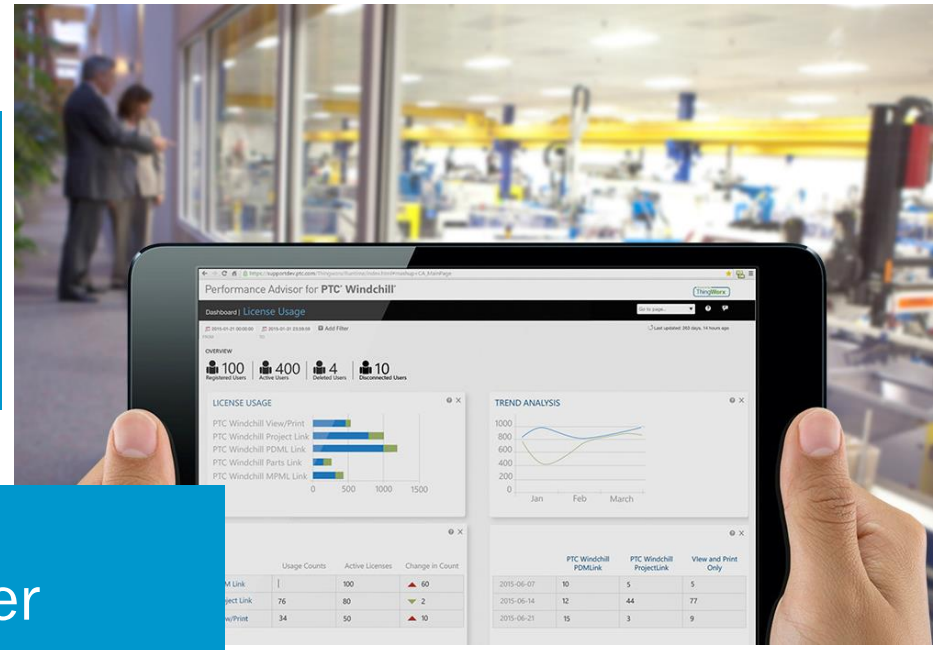
Optimize System	Maximize Productivity	Control Costs	Reduce Risk
	shboard access to p better manage your erprise systems	Optimize IT Resources to change from “firefighting” to business process improvemer	
increased admin & support efficiency to deliver timely resolutio	Decrease incident rates	Track license utilizat	
Proactively avoid end-user performance issu		vestment protection rough increased time	Compare system configuration and informat peers
Insight into system growth	performance metrics for “corrective-action” before impacting productivity	n-budget performance through an optimized support strategy	Formal c process opt-in wi trusted

Proactive insights and recommendations

Protect your investment

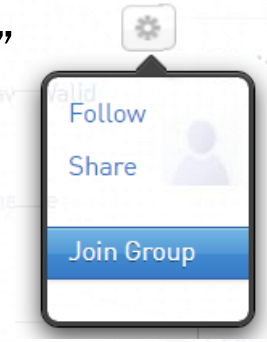
Increase productivity

Peer Comparisons



GET CONNECTED AND JOIN THE CONVERSATION

- Help shape its direction
- Find out more
- Converse with other users & PTC
- How to join
  - Go to → https://www.ptcusercommunity.com/
  - Browse > Groups
  - Search for “Performance Advisor for PTC Windchill”
  - Select “Join Group”



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