OPTIMIZATION THROUGH DATA ANALYTICS

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optimization

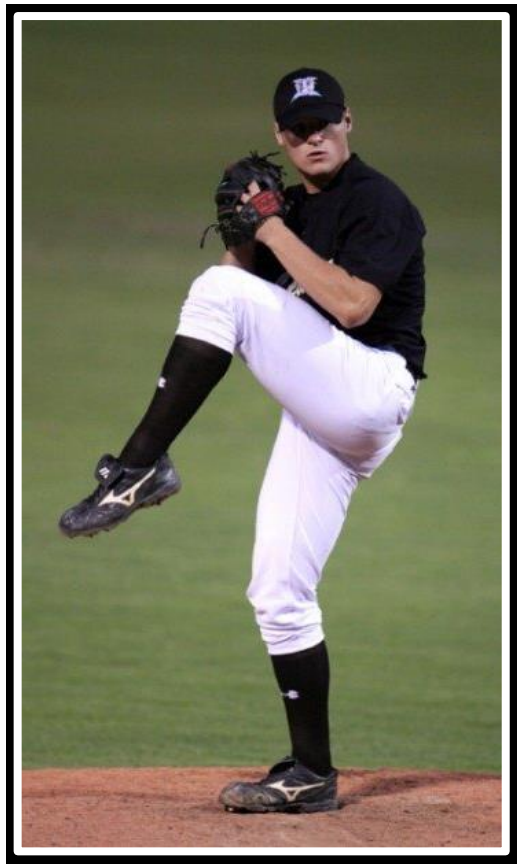
noun | op·ti·mi·za·tion | \ˌäp-tə-mə-ˈzā-shən\

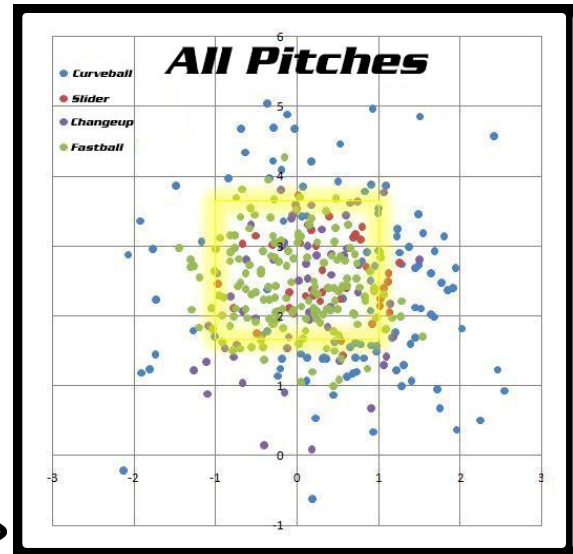
Definition of OPTIMIZATION

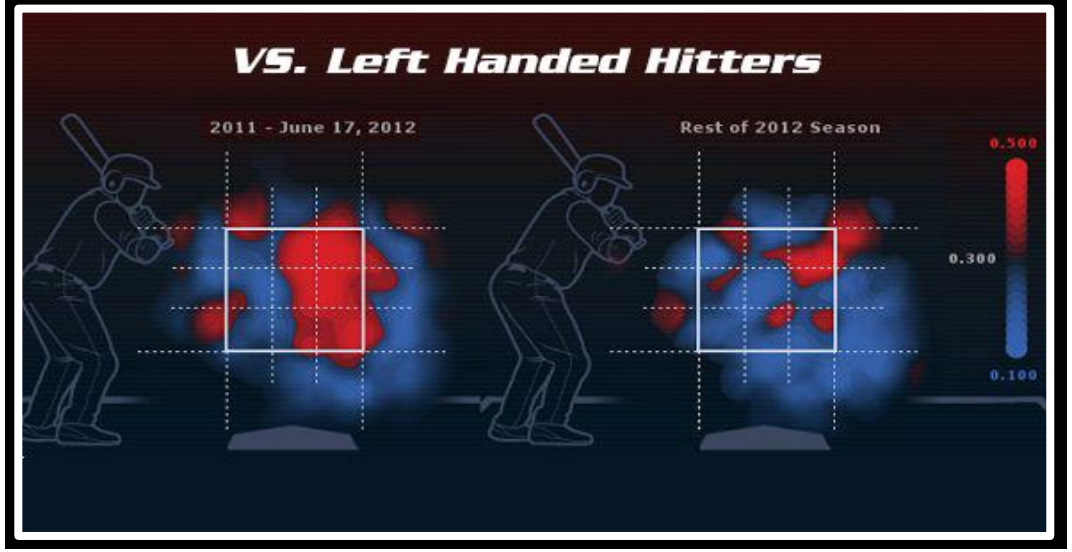
: an act, process, or methodology of making something (as a design, system, or decision) as fully perfect, functional, or effective as possible;

Merriam-Webster

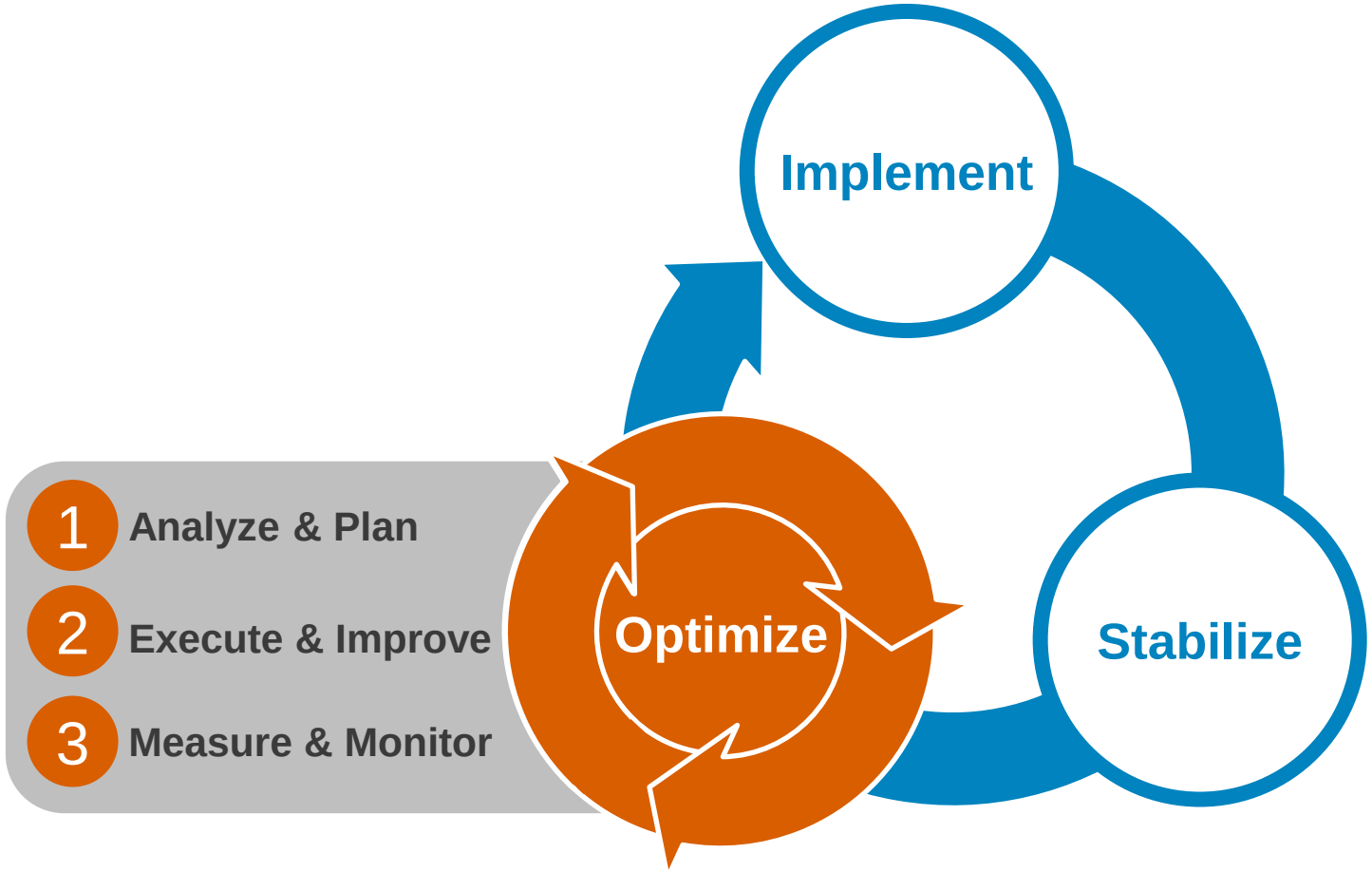
OPTIMIZATION – BASEBALL







ENTERPRISE OPTIMIZATION



PTC® Global Services Optimization

3 PILLARS OF OPTIMIZATION

People

Process

Technology

OPTIMIZATION & BIG DATA

ANALYZE – WHAT DO WE WANT TO KNOW?

Example Optimization Metrics

Poor Use of Features

- # of Failed Actions
- Started/Stopped Actions
- Frequency of Action Based Help
- Change Objects Connected to Affected/Resulting Objects

Best Practices

- Documents Linked to External Systems
- Multiple Workspaces with the Same Files
- # of “Ghost” CAD Documents
- Poor Access Control Definitions
- Excessive Import/Export

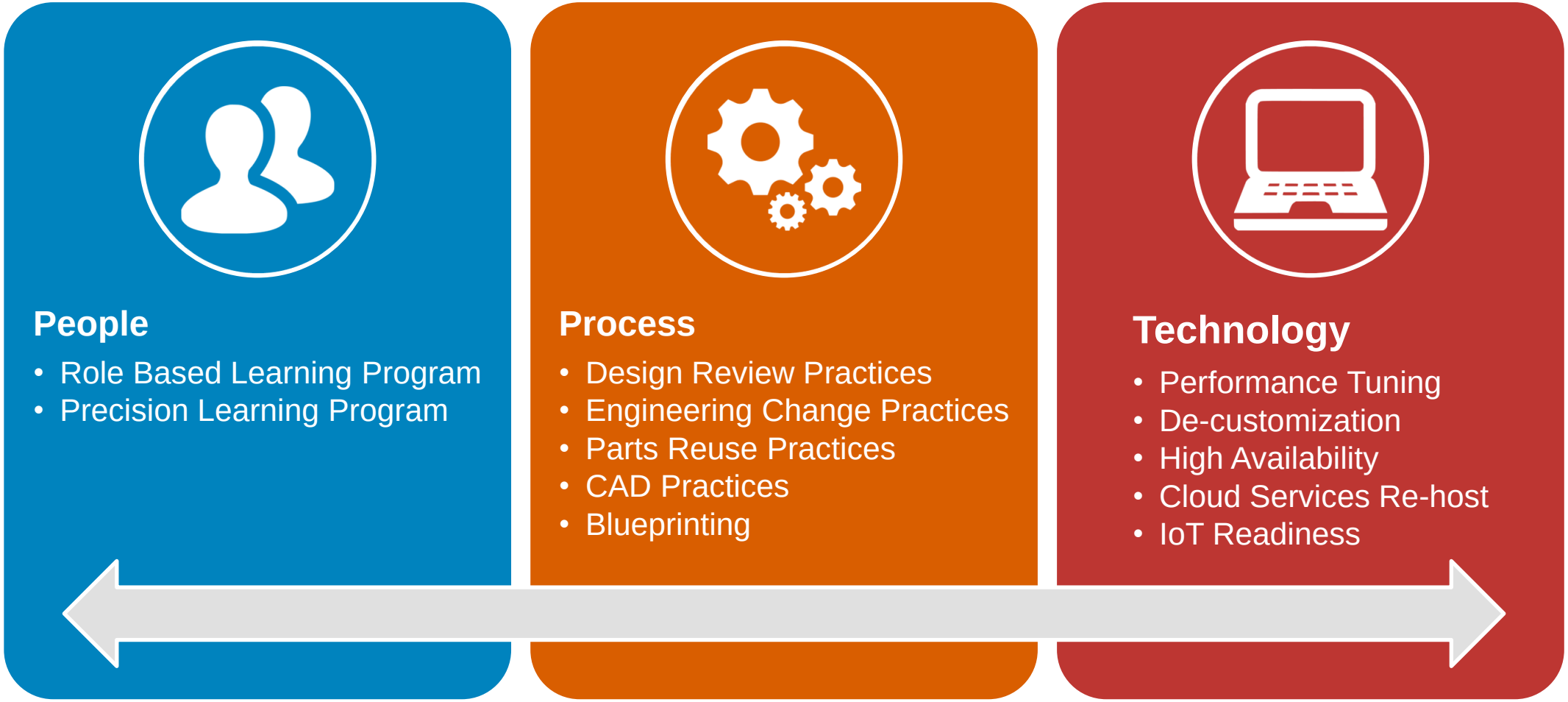
Inefficiency

- Time Required to Complete an Action
- Using Create Single Instead of Create Multiple Documents
- Not using Saved Searches
- Not using Subscriptions

Process

- # of Incomplete Change Objects
- Workflows with Excessive Coding
- No Activity Instructions
- Admins Completing User Tasks
- Time in Concept Phase per Product

CURRENT OPTIMIZATION SERVICES



PTC® Global Services Optimization

THE FUTURE – PROJECT OSAR

OSAR – HOW IT WORKS

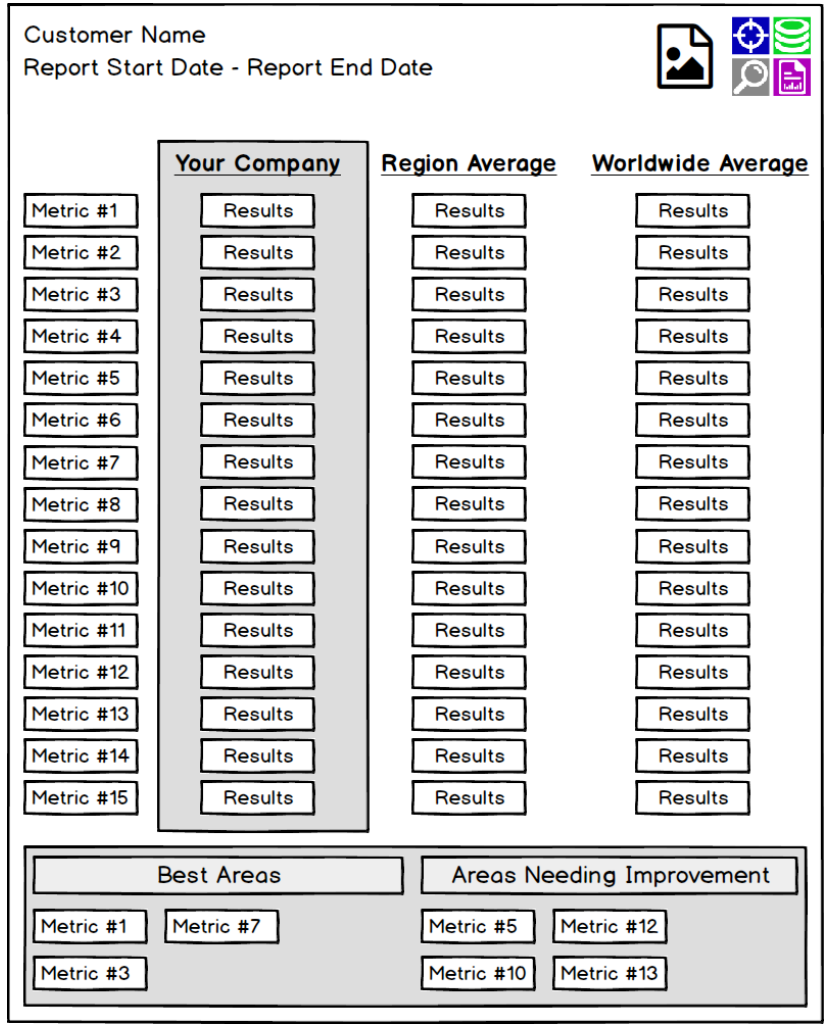
Data Obtained by PTC System Monitor

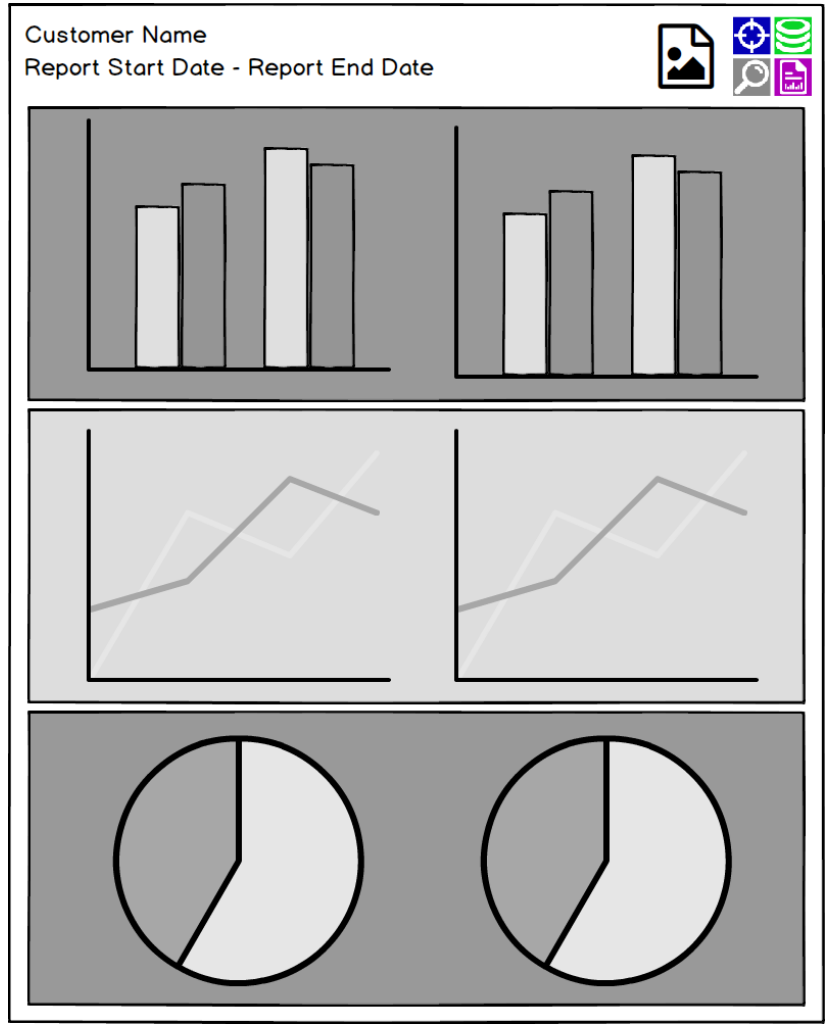
Data Stored by ThingWorx Converge

Data Analyzed by ThingWorx Machine Learning

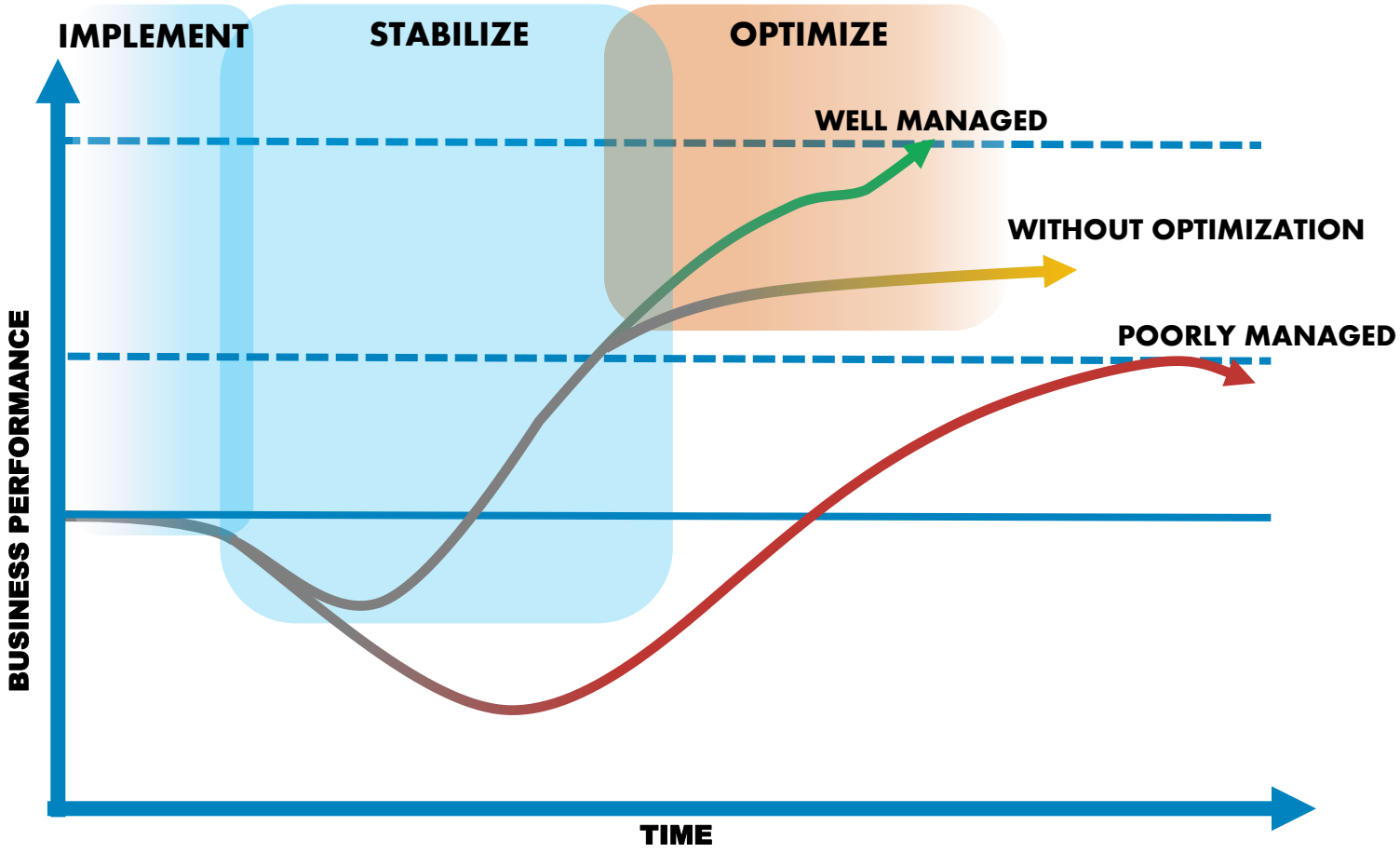
Analysis Reports Generated & Displayed by ThingWorx Dashboard

OSAR – OUTCOME



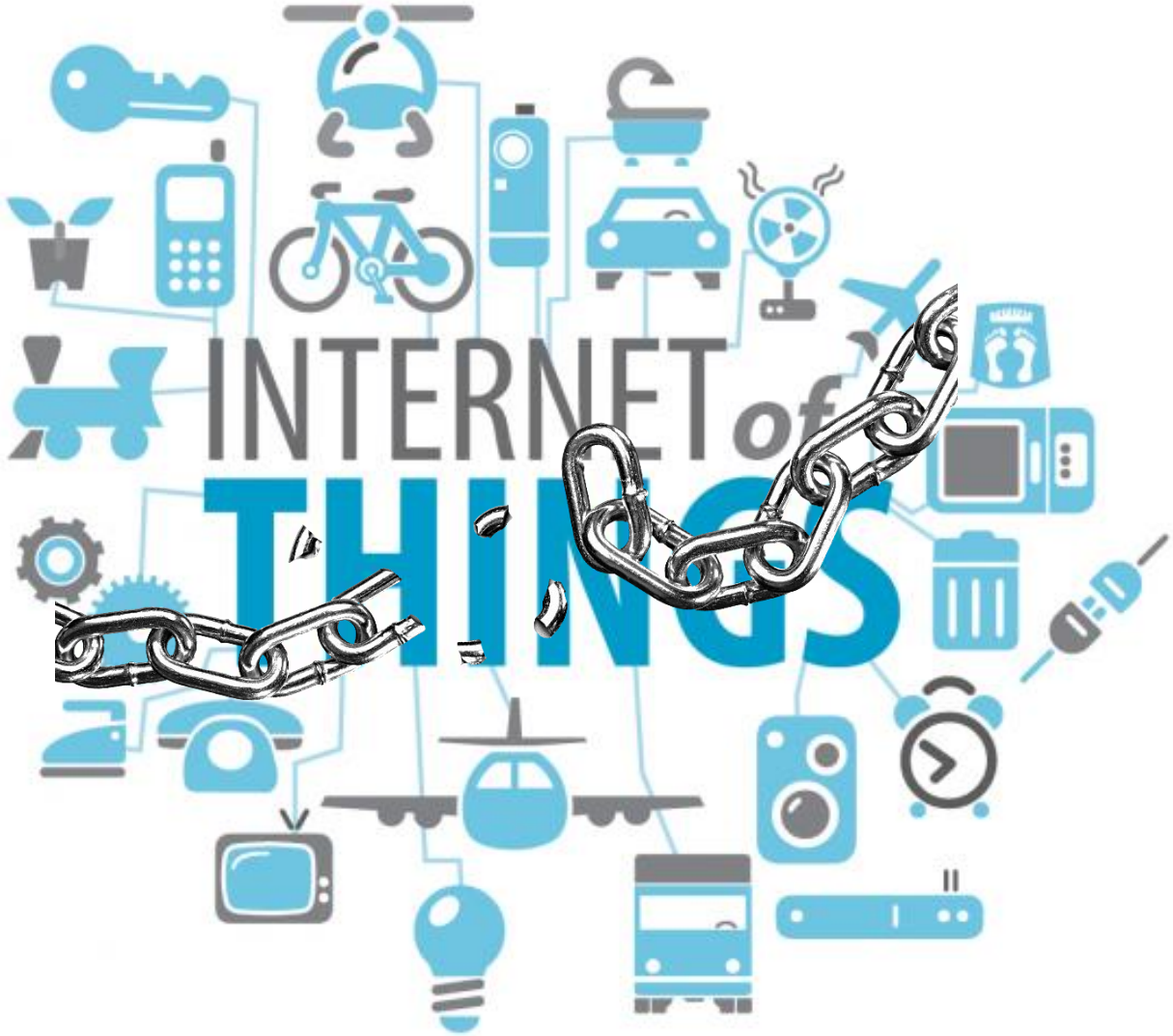


OPTIMIZATION – BUSINESS VALUE



- ☆ Faster Time-to-Market
- ☆ Increased Productivity
- ☆ Lower Costs
- ☆ Better Reporting
- ☆ Increased Quality
- ☆ Design Efficiency
- ☆ IOT Readiness

OPTIMIZATION & IOT



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