



OPTIMIZATION THROUGH DATA ANALYTICS

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Learning Architect

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optimization

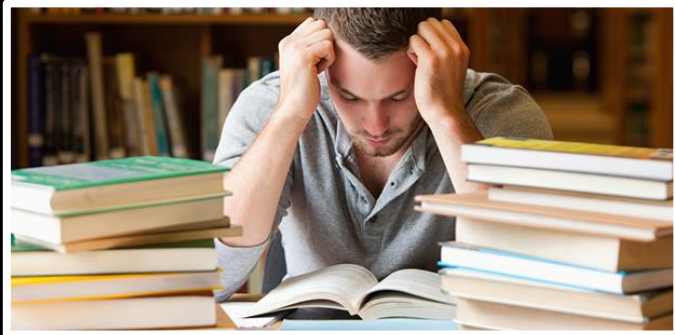
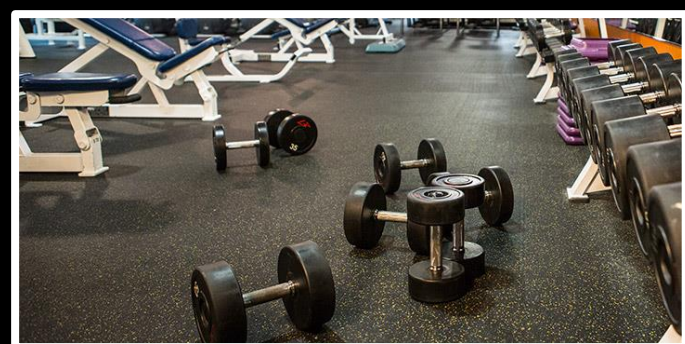
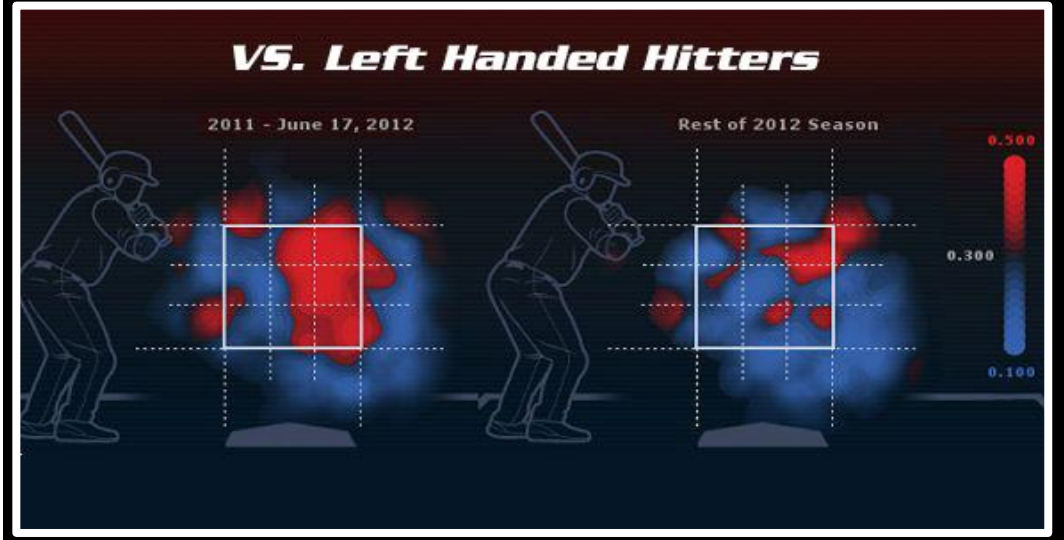
noun | op·ti·mi·za·tion | \,äp-tə-mə-'zā-shən\

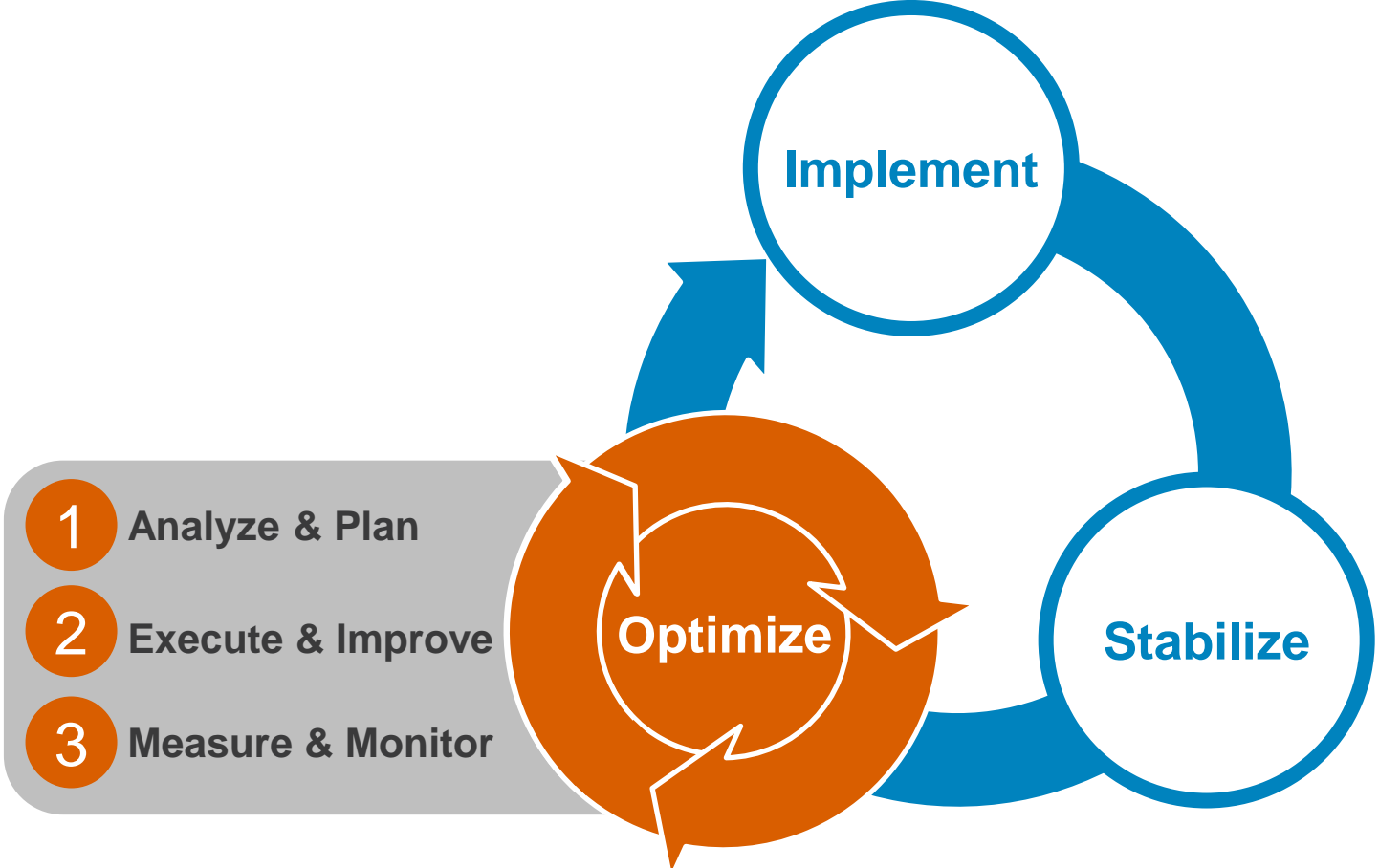
Definition of OPTIMIZATION

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



OPTIMIZATION – BASEBALL





PTC® Global Services Optimization

3 PILLARS OF OPTIMIZATION



People



Process



Technology

OPTIMIZATION & BIG DATA



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

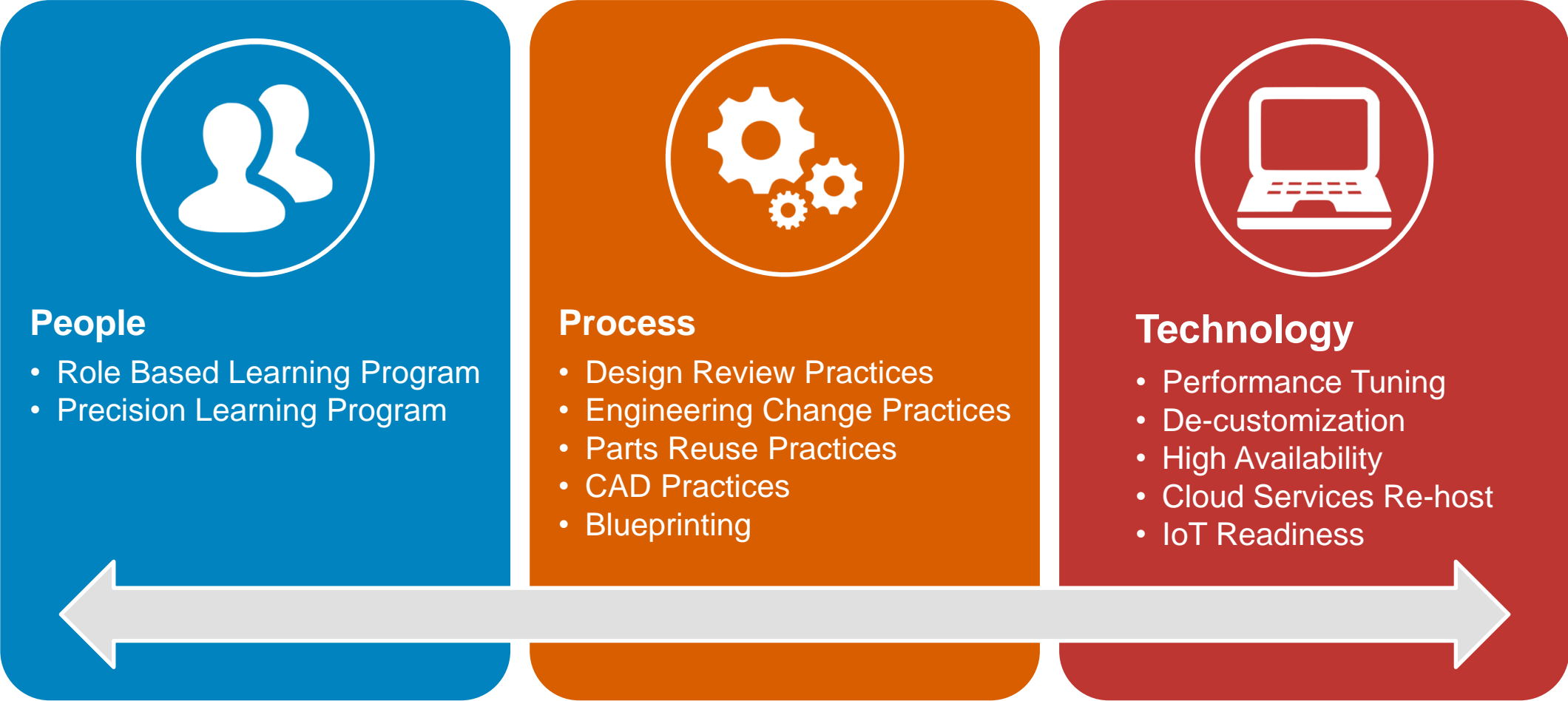
Inefficiency

- 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



Obtain

Store



Analyze

Report

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



Customer Name
Report Start Date - Report End Date

	Your Company	Region Average	Worldwide Average
Metric #1	Results	Results	Results
Metric #2	Results	Results	Results
Metric #3	Results	Results	Results
Metric #4	Results	Results	Results
Metric #5	Results	Results	Results
Metric #6	Results	Results	Results
Metric #7	Results	Results	Results
Metric #8	Results	Results	Results
Metric #9	Results	Results	Results
Metric #10	Results	Results	Results
Metric #11	Results	Results	Results
Metric #12	Results	Results	Results
Metric #13	Results	Results	Results
Metric #14	Results	Results	Results
Metric #15	Results	Results	Results

Best Areas

Metric #1 Metric #7

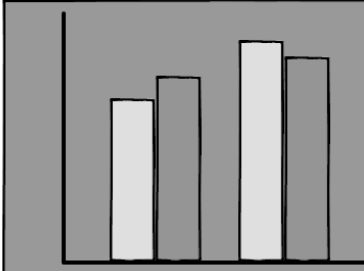
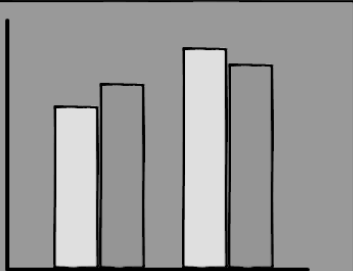
Metric #3

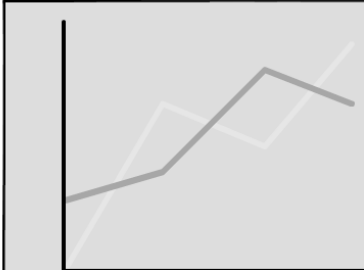
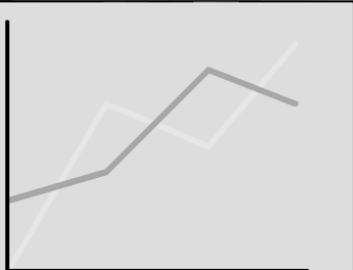
Areas Needing Improvement

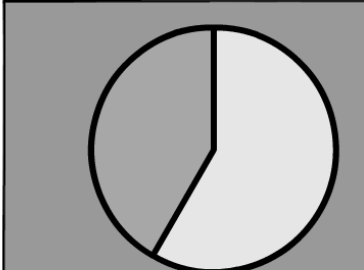
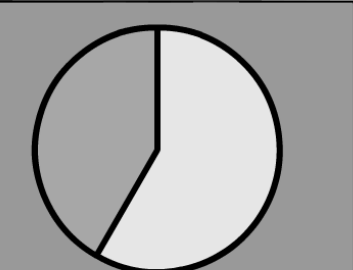
Metric #5 Metric #12

Metric #10 Metric #13

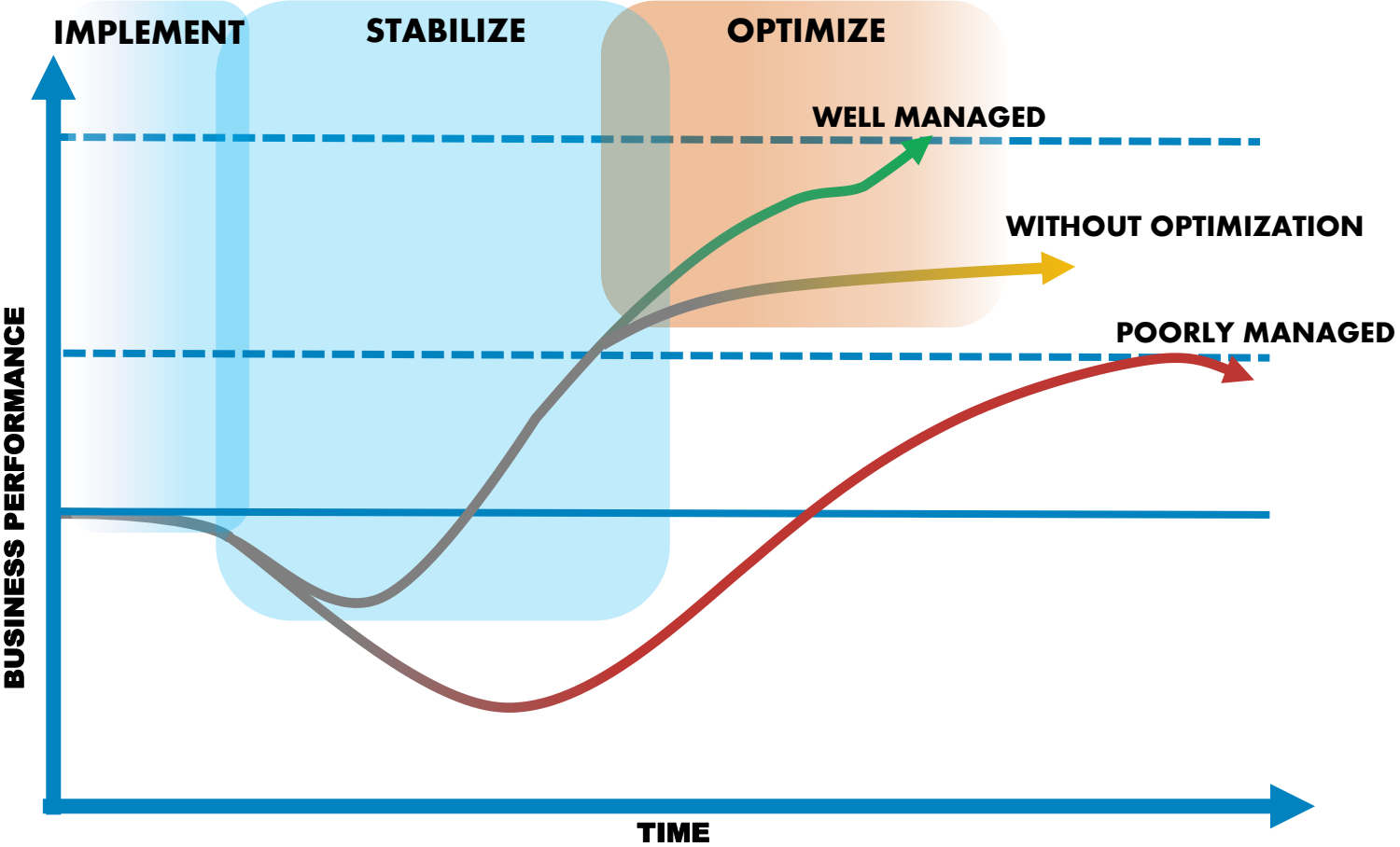
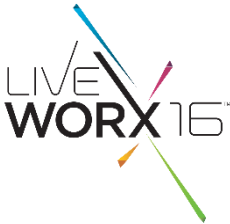
Customer Name
Report Start Date - Report End Date

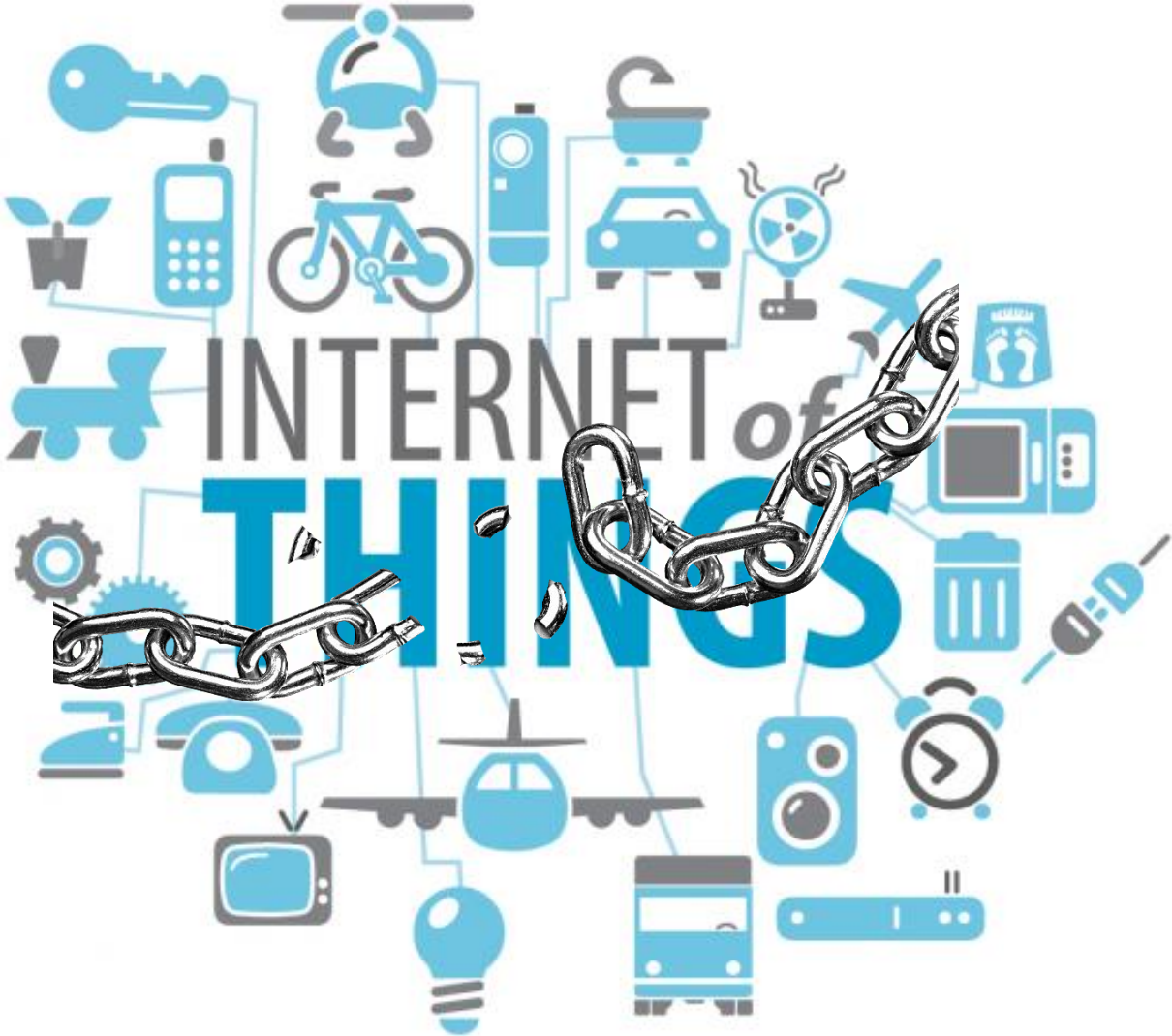



OPTIMIZATION – BUSINESS VALUE



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



The image features several colorful geometric shapes, including triangles and lines in shades of blue, green, yellow, orange, pink, and purple, scattered across the background. A large, multi-colored triangular shape is prominent on the right side. The text 'LIVE WORX 16' is centered, with 'LIVE' in a thin, outlined font and 'WORX 16' in a bold, solid black font. A small 'TM' trademark symbol is positioned to the upper right of the '6'.

LIVE
WORX 16™

TAKE A FRESH LOOK AT THINGS

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