

# COST VS IMPACT

Making the Case for PLM Managed Services

Companies spend too much on PLM system maintenance and support.



Industry estimates state that **8 out of every 10 dollars spent** on a PLM system go to maintenance and user support.

Companies are left with:

Reduced funds available to spend on strategic growth initiatives

Long lead times for requests because internal resources are spread thin

Poor quality of service from typical outsourcing firms

## How can companies rebalance the ratio?



Remove the burden on internal IT



Increase ROI of the system through continuous improvement



Spread out the cost of maintaining "on call" and other support

## A third-party with business and technical support experts can:

Tailor services to evolving needs

Apply leading practices from deep implementation experience



Bring a business-oriented focus to support tasks

Leverage a deep bench of application expertise

## A managed services provider with an expert business and technical team can provide:

Increased PLM system stability and availability

Lowered support costs

Reduced risk of system down-time

Faster, more accurate responses to technical issues

Continued support with the same implementation partner

Structured support services according to specific needs and budget

Long-term maintenance and enhancements that enable continuous improvement

## The overall goal of an effective managed support partnership:

Maintain the PLM solution to keep it operational and relevant to the business

## What to look for in a managed services provider:

- Deep, solution-specific experience
- Breadth of capability – from expert teams to functional user support
- Easy accessibility – time zone and language
- Proactive approach to support versus ticket driven
- Business-oriented mindset

For more advice on optimizing PLM, visit [viewpoints.io/it-enablers](http://viewpoints.io/it-enablers)