Now that Your PLM Implementation is Done, How Will You Sustain ROI?

Boost PLM Results with Managed Services

by Trey Allen and Jenna Dudevoir

Organizations spend a lot of money on product lifecycle management (PLM) but according to Gartner more than two-thirds don’t realize the expected value from their IT investments. Optimizing and sustaining return on investment (ROI) from PLM is an ongoing journey that requires multiple components, some of which we explore here.

A critical but often underestimated component to sustaining PLM ROI is the support and maintenance of the system itself. A successful PLM program is highly dependent upon a stable environment, consistent maintenance and responsive user support. But with an estimated 8 out of every 10 dollars spent on a PLM system going toward support and maintenance, companies are spending a significant amount to just “keep the lights on.”

The bottom line requires expert guidance, a solid link to business requirements, and full support and adoption from executives and end users alike. Properly implemented and executed, managed services can help organizations avoid the pitfalls of isolated and ineffective solution implementation.
support that can occur when the PLM system is thrown over the wall to the IT organization after go-live.

By focusing on these three areas in addition to traditional ticket response and monitoring capabilities, your managed support provider will become a true partner, helping you realize the business value you expect from your PLM solution.

More Reading

Learn more about PLM Pulse: Managed Services for Product Lifecycle Management

Originally published on August 19th, 2015

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