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

**COST VS IMPACT**

Making the Case for PLM Managed Services

**Companies spend too much on PLM system maintenance and support.**

- Reduced funds available for strategic growth initiatives
- Long lead times for requests because internal resources have been overwhelmed
- Poor quality of service from typical outsourcing firms

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

- Tailor services to evolving needs
- Apply leading practices from deep implementation experience
- Leverage a deep bench of application expertise

**Costs:**
- Reduced funds available for strategic growth initiatives
- Long lead times for requests because internal resources have been overwhelmed
- Poor quality of service from typical outsourcing firms

**Impact:**
- Increased ROI of the system through continuous improvement
- Reduced risk of system down-time
- Faster, more accurate responses to technical issues
- Long-term maintenance and enhancements that enable continuous improvement

**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

**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
- 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**