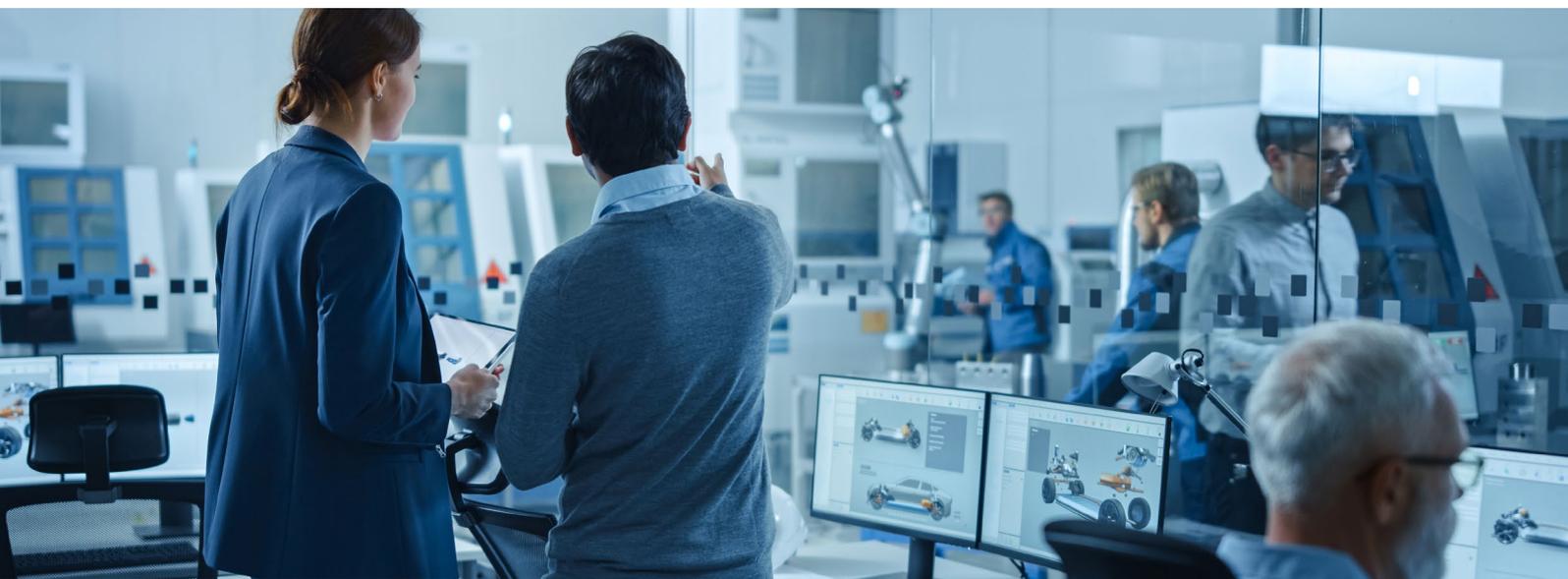# opentext™

Solution overview

The Complete PLM Professional and Managed Services Solution

Drive secure connectivity and collaboration across multi-tier supply chains through a comprehensive range of Product Lifecycle Management (PLM) services

$ Reduce costs by 30-40%

Decrease engineering downtime by up to 90%

Accelerate supplier onboarding from months to days

Manufacturing organizations, whether automotive, industrial or consumer goods, are faced with an increasingly competitive and challenging business outlook. As all manufacturing becomes more diversified, product design and management revolve around collaboration and innovation. OEMs and their suppliers require a secure and scalable managed PLM platform to quickly and effectively connect and share product information. This means finding more effective ways to work with suppliers, partners and other non-asset providers such as technology companies.

Product Lifecycle Management (PLM) is a key technology to drive differentiation in environments of growing complexity, cost and globalization.

Putting the spotlight on 'product-centric' data

Analysts at KPMG found that 66% of automotive executives believe they should focus on 'product-centric data' to improve bottom-line results, performance and safety[1]. The smooth flow of information between all the parties involved in product design and manufacturing processes is a major challenge.

[1] KPMG International: Global Automotive Executive Survey 2018

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OEMs want to maximize the potential for competitive differentiating within PLM. CAD and PLM systems are customized, and workflows developed to meet their business needs. Suppliers are expected to meet these requirements at all times. The supplier must maintain close integration between their PLM, CAD and engineering systems and those of their OEM customers. Often, this will require establishing and managing completely separate PLM connections for each individual OEM.

OpenText PLM professional and managed services (PMS) deliver a high performance, scalable and secure solution that removes the cost and complexity of managing PLM across distributed, global supply chains for both OEMs and their suppliers.

End-to-end PLM implementation

Given the business-critical and Intellectual Property (IP) laden nature of CAD and PLM information, on-premises implementations of PLM platforms allow for secure and stable VPN connectivity behind the corporate firewall. However, hybrid and full Cloud implementation is available to ensure that you can take advantage of the scalability and performance of Cloud services. OpenText PLM PMS offers pre-configured or fully customized implementation across your platform of choice and to meet all trading mandates.

Smooth and rapid supplier onboarding

Any delay in onboarding new suppliers can lead to a loss of business agility and slow time to market for new products. The OpenText PLM PMS digitizes the process to use pre-configured templates and forms to accelerate and improve the quality of the onboarding process. One large global auto OEM was able to reduce supplier on-boarding from over 100 days to ten.

Secure, high performance connectivity and collaboration

OpenText PLM PMS allows data and documents of all sizes to be quickly and securely shared between everyone who needs access. There can be hundreds, or thousands of designers involved in product development and real-time data access is essential for effective operations. The ability for its supply chain to collaborate on vehicle data in real-time allowed a global automotive firm to increase system functionality by 80% and achieve a 35% efficiency improvement across the entire design process.

Optimized PLM performance worldwide

The PLM systems within most OEMs are highly customized with frequent upgrades and patches. An individual OEM can have over a thousand PLM installs or upgrades each year. The company expects its suppliers to keep on top of this activity, so they are all working from the latest versions. Any supplier is likely to work with numerous OEMs, so the number of upgrades and patches is multiplied. OpenText PLM managed services helps fine tune the PLM system at implementation and optimize its performance while running. It will help OEMs and suppliers plan and manage all changes to their PLM systems, so all system upgrades are delivered in a timely manner with the minimal disruption to business.

The expertise you need, when you need it

OpenText offers a flexible resource of PLM expertise and skills at software, system and infrastructure levels. PLM PMS gives you access to market leading PLM and CAD solutions from Siemens and Dassault Systèmes. The service provides full application installation, optimization and management. In addition, OpenText ANX Network services include complete implementation and management of your connectivity, proactive 24 x 7 x 365 customer support, router management, monitoring and alerting. This is backed by a dedicated program managers and stringent SLAs.

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Comprehensive training and eLearning

Customers of OpenText PLM professional and managed services have access to a full range of training programs for product development and PLM tools, from fundamentals courses to advanced curriculum. OpenText creates custom configured educational programs with content tailored to specific industries-delivered either on-site or via eLearning.

With close, long-term relationships with OEMs across industries, OpenText offers certifications in OEM practices and methodologies. In addition, PMS customers have access to university accredited classes and certification programs to further develop our customers IT team.

Lastly, OpenText PMS provides after training support where required. Customers can take advantage of on-the-job support programs to enhance a customer team's knowledge retention and promote problem-solving skills.

Trusted by automotive companies worldwide

For over 20 years, the automotive industry has relied on OpenText to provide the high performance and secure exchange of PLM, CAD and engineering data and content. Using the world's only multi-provider VPN network, OEMs and suppliers have access to a private but extensible community to exchange information over a network delivering reliable performance, complete accountability and highly secure communications.

The expertise of working with OEMs gained over decades allows OpenText PLM PMS to help suppliers connect into OEM supply chains, quickly adopt expected work practices and adapt rapidly as mandates change-while assuring full compliance for the OEM.

Trusted by the leading PLM suppliers

As part of the OpenText PLM professional and managed services, you can take advantage of the long-term strategic partnerships between OpenText and PLM industry leaders Siemens and Dassault Systèmes.

Siemens

Siemens Teamcenter is one of the world's leading PLM systems that connects people and processes, across functional silos, with a digital thread for innovation. OpenText is a Gold Solutions Provider Partner for Siemens Teamcenter and NX. OpenText experts have been certified for the skills and insight to apply this PLM solution to transform modern business.

Dassault Systèmes

Dassault Systèmes offers industry-leading applications delivered on the 3DEXPERIENCE platform, including Design & Engineering, Manufacturing & Production, Simulation, Governance & Lifecycle, 3D Design Experience. OpenText is a certified Business and Education partner of Dassault Systèmes and is a recognized expert in Dassault software across multiple industries.

- Consulting Services
- Managed Services
- Learning Services

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Solution	Description
ANX Network	The world's only multi-provider virtual private network designed to provide reliable network performance and highly secure data exchange for automotive OEMs and global trading partners.
PositivePro	Simple to manage and highly flexible, PositivePro enables secure site-to-site VPNs that deliver remote access to authorized users anywhere in the world on the platform of their choice, including mobile devices.
Siemens PLM professional services	Our skilled OpenText PLM professionals provide industry-leading PLM software from Siemens and deliver comprehensive product lifecycle management, including, application installation, roll-out, upgrades for unified collaboration and more.
Dassault Systèmes CAD and PLM professional services	The OpenText team of experts specialize in CAD application installations and understand the standards and requirements for each component. The team provides clients with technology updates based on their specific infrastructure and ensures full compliance as program needs change and new application versions are released.

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