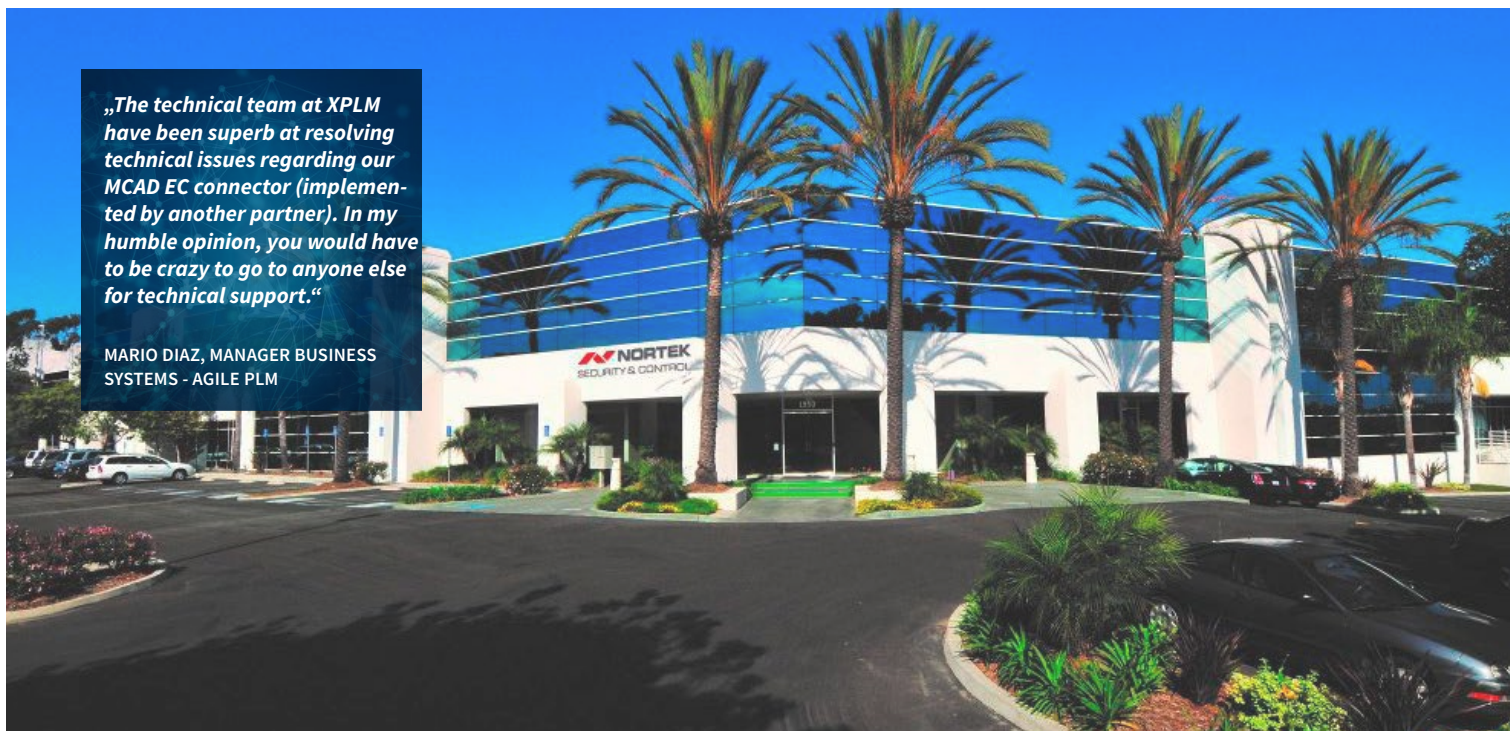




Customer Success Story



„The technical team at XPLM have been superb at resolving technical issues regarding our MCAD EC connector (implemented by another partner). In my humble opinion, you would have to be crazy to go to anyone else for technical support.“

MARIO DIAZ, MANAGER BUSINESS SYSTEMS - AGILE PLM

THE CUSTOMER

Leader in security, home automation and personal safety wireless devices, products and solutions

THE PROJECT

Supporting Nortek with their MCAD connector and Agile PLM environment

THE CHALLENGE

Resolving all active issues with EC and Agile PLM

ABOUT THE CUSTOMER

Nortek Security & Control is the leader in security, home automation and personal safety wireless devices, products and solutions. With more than 3+ million commercial, residential, and personal systems deployed, their service provider and dealer partners, as well as their end-customers, trust them hundreds of times a day to protect what matters most and make their lives easier.

THEIR SOLUTIONS

- Wireless Security Solutions
- Stand-Alone Smart Solution
- Commercial Access Control
- Personal Safety
- Health and Wellness

From the world's first wireless garage door opener, to voice-controlled systems, to stylish touchscreen entry, Nortek Security & Control is at the forefront of the Security and Smart Home industry.

CUSTOMER PROBLEMS

Nortek required immediate assistance with their MCAD connector and Agile PLM environments. The MCAD connector was installed by a third party and was not functioning as expected. They had several open service requests with Oracle related to MCAD and Agile PLM that required XPLM's broad knowledge and expertise.

REQUIREMENTS

- A stable functioning MCAD and Agile PLM environment to support EC 3.4.0
- Training of key individuals to manage and troubleshoot the MCAD connector for EC 3.5
- An upgrade to EC 3.5 and Agile PLM 9.3.5

XPLM'S INVOLVEMENT

- XPLM provided service to resolve open issues.
- XPLM made EC 3.4 patch update support available.
- Nortek purchased an XPLM annual service contract.
- Nortek contracted XPLM for MCAD administrator and troubleshooting, as well as on-site training services for key employees.
- Upgrade support for EC 3.4 and 3.5 provided.

PROJECT PHASE

- In the first project phase XPLM offers technical services to resolve the MCAD connector and Agile PLM environment for EC 3.4.
- Secondly, XPLM assisted with EC upgrade for 3.4 and 3.5 along with patch updates when required.
- At the end, onsite administrator and troubleshooting training was provided to Nortek on October 2016.

CUSTOMER BENEFITS

The training received by system administrators allows Nortek to better support the end user. Additionally, administrators use XPLM support as needed per the support service contract. As a result of XPLM's support, quicker solutions can now be provided to the end-user.

ABOUT XPLM

XPLM is a globally operating PLM solution provider specializing in integrating applications, processes, data and information for optimum cross-domain collaboration between engineers. With its unique portfolio, XPLM integrates leading PLM, MCAD, ECAD, SysML, ERP, Office, Requirements Management and ALM/software tools.

For more information, visit www.xplm.com.

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