



IBM PLM Software Services

For CATIA, DELMIA, ENOVIA, and the full V6 portfolio



Highlights

- ***IBM PLM Software Services can help your organization effectively implement, extend and maintain high-quality PLM solutions featuring CATIA®, ENOVIA®, and the full V6 application software portfolio.***
- ***IBM can guide clients through a smooth transition to V6 with professional service engagements tailored to fit their unique business needs.***
- ***IBM has the deep industry expertise and comprehensive service capabilities to deliver PLM solutions that connect existing investments and future V6 considerations.***

As companies seek to do more with less, Product Lifecycle Management (PLM) solutions make perfect sense. PLM enables smarter business: gaining efficiencies in operations enterprise-wide, improving product innovation and quality, and getting closer to customers' needs. But with staff stretched thin and getting the most out of your hard-won investments now more critical than ever, tackling new projects and implementations can seem overwhelming and even risky.

If simply installing a PLM application guaranteed a return on investment, anyone could do it. But it's rarely that simple. Returns only materialize by smoothly deploying the right capabilities for your organization's unique business needs. You need proven experience from people that understand your industry to help drive improved innovation, collaboration, efficiency and flexibility throughout your company's product development and lifecycle management processes.

Partnering with IBM for Success

IBM PLM Software Services are professional service engagements to assist your organization efficiently implement, extend and maintain the highest quality solutions featuring IBM PLM application software. You can depend on IBM to provide complete implementation and support services for the software we sell – including CATIA, ENOVIA, and the full V6 software portfolio.

By partnering with the IBM PLM Software Services team, your teams can better focus on core business activities, while relying on IBM technology experts to guide them through the deployment process. In addition, you can take advantage of IBM skills and experience to perform numerous activities supporting the installation, configuration and tuning of your unique solution. By leveraging proven expertise and methodologies from IBM, you minimize the risk of costly and time-consuming trial and error activities that can delay or even derail implementation. You also encourage more effective skills transfer to your organization.

Building on nearly three decades of experience and thousands of successful implementations across a variety of industries, no one is more qualified than IBM to act as your trusted PLM advisor. Our team has deep application skills and proven industry expertise, as well as unique relationships with the PLM development labs including the technical resources and capabilities of our V6 Centers of Competency, PLM Centers of Excellence, and PLM technology partnerships. In addition, our teams can draw from the direct experience of IBM as a world-class manufacturer, our unrivaled strength in Research & Development, and our global delivery and support resources as necessary to support your project's requirements.

IBM's global network of consultants and technical specialists are experts in CATIA, SIMULIA®, DELMIA®, ENOVIA, 3DVIA®, and V6 application software.



Assessment and Planning Services are critical to establishing stakeholder expectations, framing the initial business and technical requirements, and defining the scope for downstream activities.

Meeting Your Needs

The PLM Software Services team has the skills and experience you can count on to guide you through a successful new software deployment, expansion, or migration project. Our global network of consultants and technical specialists are experts at helping you achieve full value from your investment in the CATIA, SIMULIA, DELMIA, ENOVIA, and 3DVIA software families, including the complete V6 portfolio.

As part of the longstanding commitment by IBM to PLM excellence, we offer a comprehensive collection of professional service engagements to support every stage of a successful PLM software deployment as well as its ongoing production usage.

Our comprehensive portfolio of service capabilities features four general groupings that align with different project types and deployment stages. Each of these groupings consists of a variety of potential service activities, from which we can select and customize the appropriate activities to support each client's unique business needs, be they relatively simple and straightforward, or among the most complex and comprehensive imaginable.

Assessment and Planning Services

Assessment and Planning Services are activities performed during the initial phase of a PLM project. These include tasks such as identifying value propositions to target, prioritizing key requirements, understanding trade-offs, building a common understanding across project teams, and developing high-level plans for successful implementation. The extent of such activities can vary greatly depending on the client's PLM experience and the nature of the project, but in general these activities are critical to establishing stakeholder expectations, framing the initial business and technical requirements, and defining the scope for downstream activities.





IBM Support and Optimization Services help you operate and maintain your production PLM environment in the most efficient and reliable manner.

Application Implementation Services

Application Implementation Services are tailored activities to deliver a production ready PLM solution, be it an initial deployment, or an expansion of capabilities to an existing environment. These include tasks such as developing detailed functional and technical requirements, and performing the ensuing solution design, installation, configuration, integration, testing and roll-out activities to deliver a reliable environment that satisfies those requirements. Our application consultants and technical specialists will act as integral members of your project team, working together as one to deliver the business value you are counting on.

Solution Accelerators

Solution Accelerators are pre-defined combinations of software, implementation assets, and service activities to address specific business needs and a faster time to value. These engagements focus on quickly deploying new capabilities to key users with limited customization activity. Where appropriate, these engagements may continuously draw upon assets and best practices developed during prior service engagements, such as industry unique templates to shorten deployment times and facilitate collaboration. These engagements may also be useful as incremental projects on a roadmap to a more comprehensive PLM environment.

In addition, PLM Software Services are an integral component of our solution offerings for industry specific challenges. By combining advanced PLM application software skills, deep industry expertise, and knowledge gained from decades of successful implementation projects, IBM is able to deliver practical solutions for Aerospace, Automotive, Electronics, Industrial Equipment, Energy, Shipbuilding, and more.

We share a unified methodology framework, the same IBM values, and access to IBM global expertise and worldwide delivery capabilities. This facilitates teamwork, communication, and a shared commitment to every customer's success and high satisfaction.

Support and Optimization Services

Support and Optimization Services help you operate and maintain your production PLM environment in the most efficient and reliable manner. This may include tasks such as performance tuning, planning for upgrades, advanced skills transfer and more. You can count on IBM to provide this kind of assistance long after your initial deployment, thus further protecting your investment and minimizing risk.

Extended Service Excellence

But it doesn't end there. We partner our team's deep, application-centric skills with the PLM services offered by other IBM business units. This provides you with a comprehensive team of specialists poised to seamlessly help your organization with broad spectrum implementation projects. Collectively, we share a unified methodology framework, the same IBM values, and access to IBM global expertise and worldwide delivery capabilities. This facilitates teamwork, communication, and a shared commitment to every customer's success and high satisfaction.

To highlight just a few examples...

- Our Global Business Services (GBS) team can provide business transformation services addressing effective engineering and procurement integration, product development process re-engineering, digital engineering best practices, and more. In addition, GBS can assist with complex systems integration projects, leveraging their experience and partnerships with most major PLM and other enterprise software vendors.
- Our Global Technology Services (GTS) organization can provide management services leveraging the breadth and scale of IBM outsourcing capabilities to the PLM environment. GTS can also address infrastructure and application support and hosting needs to provide a cost-effective PLM systems environment.
- Each of our SWG brands – Lotus®, Information Management, Rational®, Tivoli®, and WebSphere® – offer an array of software services to assure optimal usage and faster deployments. These include consulting, migration planning, premium support, training and certification and more.



Getting Started

When you choose IBM for PLM, you get the quality, experience, stability, global reach, and conduct that thousands of companies have come to rely upon. You also get a partner with a long-standing commitment to PLM and a broad range of solution offerings.

Our PLM Software Services team puts this all to work for your business. With IBM, capturing best practices, educating and training your workforce and integrating your enterprise is not only possible, it's real.

Contact your IBM PLM account representative to learn more about how to take advantage of PLM Software Services. We look forward to helping you optimize your PLM environment and maximize your return on investment.

By combining deep PLM application software skills, with knowledge gained from decades of successful implementation projects, IBM is able to deliver practical industry solutions for Aerospace, Automotive, Electronics, Industrial Equipment, Energy, and more.





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