

# Center of Excellence

*Domain Systems' Center of Excellence support services offer a continuous and enhanced customer experience, emphasizing a personalized approach through features such as a client eSupport Portal and an overhauled knowledgebase. With proactive measures, social interaction tools, and tailored support packages, Domain Systems empowers customers to efficiently utilize Agile PLM software, enabling the development of superior products while ensuring continuous improvement in satisfaction ratings.*

## Software Support Maximizes Agile PLM Value

The core activities of a product company—product development, market launch, and ongoing support—are critical phases of its operation. Leveraging the latest enabling technology in Product Lifecycle Management (PLM) ensures the comprehensive capture and management of product-related information throughout the product lifecycle. However, extracting full value from a PLM software investment is an ongoing, continuous process. To deliver both short- and long-term benefits to users and their organizations, it is crucial to consistently apply software enhancements, diagnostic assessments, technical best practices, and resolutions throughout the lifecycle of Agile PLM application.

Like manufactured products, the PLM-enabling software supporting them also has a lifecycle. Providers of software solutions offer support services which can help customers troubleshoot their software investment. Today, though, maintaining software extends beyond reactive fixes. A well-managed Agile PLM environment becomes a source of

- **Value-added Support** - Focus on how to improve the customer experience.
- **Enhanced Customer Experience** - Customer experience with installation, implementation and incident reporting becomes more productive.
- **Resource Optimization** - Technical & functional roles quickly available, freeing IT staff for more company-oriented activity.
- **Reduced Time to Value** - Immediate multirole effectiveness in issue resolution, creating superior uptime and system access.
- **Customer Impacts** - Reporting and metrics to help customer demonstrate improvements made via audits.
- **Business Impacts** - Assist customer in planned and actual business objectives.
- **Proactive Approach** - Support manager reviews and activity reports help improve productivity by pointing to technical and business support trends.

competitive advantage. Consequently, customers anticipate that applications will align with their business requirements, and that their IT departments can effectively utilize the solution to streamline processes and reduce system costs.

Unlike physical products, software can deliver incremental improvements through new releases. Updating PLM software, however, can be intricate due to technology dependencies or organizational structures. Effective support services play a crucial role in mitigating the complexities associated with software updates, enhancements, and data migrations.

At Domain, we assert that understanding and proactively addressing sources of customer issues are essential competencies for PLM solution providers committed to effective customer support. Services that aid customers in avoiding issues in the first place, such as assessments, system monitoring, training, and knowledge-sharing tools, are key components of a robust support solution. These elements empower customers to find resolutions swiftly and efficiently without relying heavily on the solution provider for troubleshooting.

## Support That Aligns with Customer Goals

In January 2012, Domain Systems announced the Center of Excellence support program to help Agile PLM customers take full advantage of their solution. The program centers on the use of best practice methodology and educates teams on features and enhancements designed to enhance the entire PLM experience- at business level down to the user.

## The Evolution of Support Services from Domain Systems

The Center of Excellence has been molded and defined by customer use patterns and feedback. Domain Systems has

invested heavily in transforming its Agile PLM support organization to build up the customer experience, broaden the customer perspective, and maximize the value of the PLM business investment.

## Plan Details

		Silver	Gold	Platinum
Cost & Coverage	Annual Plan Cost	\$33,500	\$60,000	\$86,500
	Weekly Support Hours	4	6	12
	Support Availability	8x5	8x7	24x7
	Unused Monthly Hours Eligible for Roll-over	≤ 8	≤ 16	≤ 24
Response	Guaranteed Response Time – Critical / High Threat	< 3 hours	< 2 hours	< 30 minutes
	Guaranteed Response Time – Significant Issue	< 24 hours	< 12 hours	< 6 hours
	Guaranteed Response Time – Standard Issue	< 48 hours	< 24 hours	< 8 hours
Included Features	Reporting & Consultation	Semi-Annual	Quarter	Monthly +
	RUP-grades (for Agile 9.3.6 clients)	\$15k	\$5k	Free
	Health Check (virtual)	Annual	Bi-Annual	Quarterly
	Unlimited Service Requests	•	•	•
	Assigned Support Manager	•	•	•
	Assigned Project Manager	•	•	•
	Assigned Technical Administrator	•	•	•
	Anytime Access to On-Line Support Ticketing System	•	•	•
	OEM Support Liaison	•	•	•
	Monthly Maintenance Check	•	•	•
	End-to-End System Support	•	•	•
	Configuration	•	•	•
	Troubleshooting	•	•	•
	Annual Health Check (on-site)		•	•
	Business Process Consulting			•
	Security Model Consulting			•
	Usage Assistance			•
	PLM Training Videos			•
	Upgrade Planning			•
	Disaster Recovery Planning			•

Table 1.1 – Center of Excellence plans

## New Customer Expectations

A crucial aspect of Domain Systems' support transformation was responding to evolving customer expectations regarding their interaction with the company and how they prefer to receive service and support information. To meet these expectations, the Center of Excellence program focuses on delivering personalized, proactive, social, and integrated support services.

## Personalized

Domain Systems has implemented an eSupport Portal for Center of Excellence customers. The portal is a 24x7 gateway to online support, emphasizing personalization, allowing users to customize content layout and improve the speed of document search and case management. The portal covers product-specific documentation, case management, article bookmarks, recommended articles, recently viewed articles, technical announcements, portlet inclusion/exclusion, and license/account management. The support knowledgebase underwent a comprehensive overhaul, incorporating a certified process (Knowledge Centered Support methodology) for authoring, publishing, and editing to enhance quality and availability.

Domain Systems' support call center operates with formal processes and is fully engaged with the company's delivery and consulting organizations. The multilingual Center of Excellence employs a single, global database to track all service-related information throughout the lifecycle of support cases.

## Proactive

While OEM Support remains a vital component to enterprise software, Domain Systems offers entitlements that include new releases, feature and security updates, and maintenance fixes. The

recently added PLM Corner provides a hub of articles and webcasts that spotlight direct interaction with Domain Systems' support experts, offering free knowledge transfer to customers. Added proactive measures include alerts to keep customers informed of potential issues before impacting production, with integrated system monitoring tools in the Agile PLM solution.

## Support Tailored to Customer Requirements

Domain Systems offers three support packages (for full feature breakdown, see table 1.1) : Silver, Gold, and Platinum.

- **Silver**, our basic level provides application support and discounts on Agile-related services (upgrades, health checks, etc.).
- **Gold**, our most popular plan, offers services that most SMEs require. Included in this level, access to a dedicated senior-level technical support team and 24x5 technical phone support.
- **Platinum**, a premium service, is designed for organizations that either do not have the onboard skillsets or carry too large a workload and wish to offset PLM maintenance to a team of support professionals. Domain provides access to a dedicated team of experienced support engineers, onsite support, and a Technical Support Account Manager.

## Conclusion

In every business market, providing value goes beyond technology, reliability, or price. World-class support and services that maximize the value of software and technology investments throughout the application lifecycle are essential. Domain Systems has made a significant investment in revamping its support offerings to deliver more than just maintenance and defect fixes.

The customer portal provides easy 24x7 access to services, and the updated support structure and capabilities empower customers to use their Oracle Agile products more effectively, fostering the development of superior products faster and at a lower cost.

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