



# Managed Services & Hosting

## Packaging Manufacturer Case Study

### Summary

A global packaging manufacturer made a significant investment in PTC's Windchill PDMLink, a global PLM system, but lacked full-time post implementation system and business. PTC recommended that the client work with Birlasoft, one of its trusted partners with extensive Windchill experience. Partnering with Birlasoft, the manufacturer dramatically reduced the time to issue resolution and increased productivity due to the system being maintained at an optimal performance level.

### Customer Profile

A global leader of responsible packaging solutions supplying plastic, fiber, glass and metal packaging products.

### Customer Needs

The client needed a high-performance Windchill environment for 500 supported users during 36 months of service.

### Solution Profile

Birlasoft provided the manufacturer with Application Managed

Services (AMS) and Windchill Infrastructure Hosting Services to reduce support interruptions caused by hiring and training new full-time employees to meet the system administration needs. Furthermore, Birlasoft's team-based approach provided rich and diverse experience at a lower overall cost than full-time hires.

### Project Details

- **The Goal**  
Optimize Windchill's system performance
- **The Challenge**  
Reduced the time to issue resolution and increase productivity
- **The Solution**  
Application Managed Services and Windchill Infrastructure Hosting Services



RESOURCES

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### Enterprise to the Power of Digital™

Birlasoft combines the power of domain, enterprise and digital technologies to reimagine business processes for customers and their ecosystem. Its consultative and design thinking approach makes societies more productive by helping customers run businesses. As part of the multibillion diversified CK Birla Group, Birlasoft with its 10,000 engineers, is committed to continuing our 150 year heritage of building sustainable communities.