Cost Effective Teamcenter Operations
Best Practice Presentation

Abhay Chaturvedi
Technical Director, PRION India

www.PRION-Group.com

Prion USA Inc, 655 N. Central Ave, 17th Floor,
Glendale, California 91203
Tel 818-649-7897, Fax 818-649-8346
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PRION Group – Our PLM Experience

Who we are – and who we serve
PRION – Worldwide PLM service provider

PRION GmbH and PRION Consulting Services AG, Stuttgart, Germany
PRION Schweiz AG, Zurich, Switzerland
PRION India Pvt. Ltd., Bangalore, India
PRION USA Inc, Los Angeles, California, USA
PRION France SARL, Paris, France, start in Q3 2008
PRION UK Ltd, London, United Kingdom, start in Q3 2008
150+ associates

Customer Locations Worldwide

Germany: Hamburg, Munich, Stuttgart, Dresden, Cologne, Nuremberg, Ruesselsheim, Ingolstadt, Regensburg, Bamberg, Wolfsburg, Karlsruhe

Switzerland: Zurich, Basel, Winterthur

UK: Blackpool, Derby

France: Paris, Belfort

Italy: Genoa

Spain: Madrid

Poland: Elblag, Wroclaw

Turkey: Istambul

China: Shanghai

India: New Delhi, Bangalore, Mumbai, Pune

USA: Grand Rapids, Seattle, Pasadena/LA, Detroit
# PRION Group

## PLM Services & Experiences

### PLM Strategy & Process Consulting
- PLM strategy formulation based on company business objectives
- PLM potential analysis: Measurable benefits
- Optimizing the engineering process chain: Lean Development, Six Sigma, Critical Chain
- Next Generation PLM: Optimizing the value of existing PLM systems
- Design of PLM solutions: From strategy to process level concepts, from requirements to application landscape definition
- PLM process modelling: Efficient product development processes, agile engineering, change management based on CMMI

### PLM Application Implementation
- UGS Teamcenter Enterprise
- UGS Teamcenter Engineering
- UGS Teamcenter Manufacturing / eMPlaner
- UGS Teamcenter Systems Engineering
- UGS Teamcenter Project
- Teamcenter Integration of CAD systems like CATIA, UGS, AutoCad, I-Deas, SolidEdge
- Cost-optimized Onsite/Offshore Model for application implementation with PRION India

### Data Migration
- **PRIMA: PRION Metadata migration tool to TC Eng & Ent from any legacy system**
  - Minimum downtime of production systems, flexible & reversible
  - Automated & cost-effective framework
  - Proven and tested many times up to several terabytes of data volume
  - Can be used for arbitrary source and target systems
  - Setup in one week – then ready to go
- **CAD Model Translations: with Elysium:**
  - CATIA V4/5, I-Deas to UG, e.g.

### PLM & IT Training
- **PLM Systems:** Teamcenter Enterprise/Engineering, Teamcenter Administration, Customizing, Core Application, ThinClient-Customizing, Advanced System Architecture & Performance Tuning
- **CAx:** UGS NX, I-Deas, SolidEdge
- **Oracle Databases:** Administration, SQL Access Optimization, Backup & Recovery, Server Tuning
- **UNIX and Windows Administration**

### PLM & IT Operations

**For the following applications:**
- UGS Teamcenter Enterprise/Engineering,
- Databases: Oracle, Microsoft SQL server
- all UNIX derivatives and Windows versions
- Hotline/HelpDesk and 1st, 2nd, 3rd-Level-Support
- Use of an ITIL-based operations concept
- Operation in Onsite/Offshore Model if required

### Software Development
- Project Management services
- System integration for web applications, EAI, client/server-systems + interfaces
- C++, C#.Net, Visual Basic
- Java, XML, VXML
- Visual Studio 5/6, TestDirector
- Databases: Oracle, MS SQL Server, MS Access, MySQL, Postgres
- Reporting & long term archive solutions
- ITIL-based organizational consulting
- CMMI based onsite/offshore SW develop.

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**Selection of satisfied customers:**

- BMW Group
- KNORR-BREMSE
- SIEMENS
- EADS
- FLUKE
- Infineon
- Daimler-Benz
- ALSTOM
- Paulstra
- Haier
- Bombardier
- Transport
- Thales
- MTU
- Bosch
- Christ
- NALSAER
- Europrop
- GE
- Siemens
- MTU
- EADS
- Nasa
- National
- Dassault
- Aeronautics
- and
- Space
- Administration

**Cost Effective Teamcenter Operations Best Practice – Abhay Chaturvedi, PRION India**
Business Challenge in Teamcenter Operations
Setting Up Teamcenter

1. Challenges of setting up a Teamcenter Application

   Typical Questions:
   - How to size the Architecture
   - Which Platform
   - Which TC Architecture is best for my environment and my business needs
   - How to optimize costs

   Typical Tasks:
   - Setup of test, integration & development environments
   - Setup of a production environment
   - Rollout Clients
2. Challenges of operating Teamcenter Applications

Typical Questions:
- How to prevent performance bottlenecks
- How to integrate Teamcenter into the company’s IT infrastructure
- How to optimize costs

Typical Tasks:
- Incidents and Problems
- Changes
- Monitoring & Reporting
- Releases
- User Setup
- Client and Server setup
- Backup & Recovery
Solution Provided

Teamcenter Setup & Operations
1. Choosing a Teamcenter Architecture

What kind and how many servers?

- What kind of servers and how many layers depends on your business needs and your (global) IT infrastructure. No standard solution is possible.

- Best practices:
  - WAN locations (often) need own user databases and their own bulk data locations.
  - Make performance tests with different kind of setups before rolling out a solution.
  - Try to keep it simple! More distributed databases needs a proper customization and a proper setup of the database scope.
Solution Provided – Teamcenter Setup

Make performance tests with different kind of setups!

Which services should be configured?
1. msqlora
2. objserv
3. mserv

As an example:
Without an own user or admin Database checkin and checkout performance increases about 50% if WGS3 acts without any objserv services configured.
2. Choosing a Platform

- What kind of platform depends on your (global) IT infrastructure. No standard solution is possible.

Best practices:
- Chose a platform which is already implemented in your company
- Take care of HPUX because they will end their PARISC technology and switch to itanium which is fully supported with TC 2005.
- Try to keep it flexible and scalable. The growth of your company must not be limited by servers.
- Don’t use wintel for servers because of limits in the number of CPUs per server and because of a lack in clustering and failover technology.
3. Sizing a Teamcenter Architecture

How to size your environment?

➢ To size your Teamcenter environment you have to know your business needs and how many users will use the system. No standard solution is possible.

Best practices:

- Make performance and stress tests with your prototype environment.
- Keep your system scalable. Avoid bottlenecks which can’t be opened wider.
- Don’t mix number of licenses with concurrent users
- A global environment with two splitted user groups in two different timezones could be sized slimmer than an environment with the same number of users in one timezone.
- Check high consuming functions (Reports, lifecycle actions of big product structures) and how often they are used.
- Charge every Teamcenter service instance (objserv, OS_SERV) with at least 30MB Memory
Best solution (in terms of operations)

The following capabilities should exist:

1. Database Administrators
2. Hosting specialist (Unix Administrators)
3. Client specialist (windows)
4. Network specialist
5. Web Server specialist
6. Developer
7. Teamcenter Administrators
8. Backup & Recovery

* numbers depends on the size of the environment and the support time

Problem: Expensive and not very cost efficient
Solution Provided – Teamcenter Operations

Best but expensive

- Database Department
- Development Department
- Backup & Recovery
- Webserver Department
- Helpdesk
- Network Department
- Hosting Team (Unix)
- Hosting Team (Win)

Teamcenter Department
**Solution Provided – Teamcenter Operations**

Best practice (in terms of operations and cost efficiency)

- **Database Department**
- **Development Department**
- **Backup & Recovery**
- **Webserver Department**
- **Helpdesk**
- **Network Department**
- **Hosting Team (Unix)**
- **Hosting Team (Win)**

**Teamcenter Integration Team** to establish information flow between different Departments and which is capable in several Areas of IT. Allrounders with deep Knowledge of IT and Teamcenter.
Solution Provided – Teamcenter Operations

**Issue:**
Several departments are involved with their own interests and budgets. How to avoid shifting of problems.

**Solution:**
- Setup processes and clear responsibilities between departments.
- Define OLAs & SLAs between departments.
- PLM department has to act as an integrating department.
Solution Provided – Teamcenter Operations

**Issue**
At the beginning of the project a lot of people are in doubt and skeptic about the new project. But how guarantee user satisfaction and the beginning of the PLM project.

**Solutions**
- Setup incident management as soon as possible. One has to react appropriate with issues and incidents of users.
- The Helpdesk (1. or 2. Level) has to be capable to understand business needs of the users and not just acting as a router to the operations team.
- Problem management helps to avoid incidents.
- Proper change and release management help to increase the quality of the software, at the beginning of the project a lot of changes and fixes may be necessary.
**Issue**
How to avoid bottlenecks in your system?

**Solution**
✓ Setup capacity management which shows quick and sufficient information to setup your system in proactive way and helps to avoid bottlenecks.
Results & Benefits
to Customers
How to optimize costs?

1. During Setup Phase

Focus: Avoid too small and too big hardware and gaps of capability.

✓ Chose flexible and scalable solutions.
✓ Make stress tests and performance tests.
✓ Join it smoothly into your (global) IT strategy.
✓ Use your own capabilities where possible and analyze your gaps to be filled with external suppliers or new employees at the beginning.
2. During Operations

Focus: Be aware of user satisfaction and report your environment properly.

- Use your own standards.
- Setup asap. incident & problem management, change and release management and capacity management (in this order).
- Use an integrator to control information and communication between different departments.
- Think about Outsourcing if your IT strategy does not reflect the operations of a teamcenter application.
Other related Projects,

References & Contact data
Why PRION Group understands Data Migration

Other Onshore /Offshore project experience

✓ High-Tech Electronic: Teamcenter Enterprise to built/run complex Quality Mgmt System (USA <> India)
✓ Automotive Tier 1: Implementation of PLM solution to manage Crash test Data (Germany <> India)

Customer Value Statement:
“The Onsite / Offshore model PRION provided us on a very cost attractive basis the functionality as specified and needed. The project time plan has been hit on the point.”
THANK YOU!

For further information please contact
Abhay Chaturvedi
abhay.chaturvedi@prion-group.com

Christopher Frim
christopher.frim@prion-group.com

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Glendale, California 91203
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