

ThingWorx Managed Services

Solution Overview

Is your day job hindering your ability to expand the use of ThingWorx and leverage the software's full potential? Do you have new personnel on your team still honing their skills? Allow Aqutas Solutions' team of IoT experts to provide the support needed to ensure continued growth and success of your ThingWorx implementation. Expedite turnaround on additional use case development or building new mashups; and facilitate the useful transfer of knowledge to continuously build internal skill sets and capabilities.

Each plan comes with an assigned Account Manager. Enjoy the flexibility of using the allotted hours as needed to address your unique requirements or to satisfy in-house resource gaps.

HOW CAN THIS HELP ME?

- Routine Enhancement Requests
- General System Admin
- Use Case Development
- Mashup Design
- Sensor Installation/Configuration
- Training
- Security Group Management
- Staff Augmentation

PLAN LEVELS



15 Hours per Quarter

8 Business Hour Response
Time for All Priorities**



45 Hours per Quarter

2 Hour Response Time for
Priority 1*



120 Hours per Quarter

2 Hour Response Time for
Priority 1*

PLAN LEVEL	INCLUDED HOURS PER QUARTER	RESPONSE TIME	INCLUDED FEATURES	TERMS
Silver	15	All Priorities 8 Business Hours**	<ul style="list-style-type: none"> - Unlimited access to Self-Service portal to open and view current Service Requests - Assigned Account Manager - Upon request, summary report detailing hours, costs, and daily work 	<ul style="list-style-type: none"> -Unused hours do not roll to the next quarter but future contract hours can be used in earlier quarters*** - Plans require yearly, upfront payment -Integrations, IT Infrastructure changes, or requests for more than 40 hours of work per month require a separate SOW -Does not replace or overlap with PTC Support, Aquitas Hosting, or Aquitas SaaS support
Gold	45	2 Hours for Priority 1* 2 Business Hours for all other Priorities**		
Platinum	120	2 Hours for Priority 1* 2 Business Hours for all other Priorities**		

*Priority 1= Production system unavailable for more than 5 people

**Business Hours are M-F 8am-5pm ET, excluding US government holidays as indicated in Service Level Agreement (SLA)

***Hours can be used at any time within the year if a 3-year agreement is signed

Contact Aquitas for Annual Subscription Plan Pricing

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