

Acuity Services for Pro/ENGINEER Users



Acuity is pleased to offer a range of services to help Pro/ENGINEER users optimize their installations for the best performance, reliability and return-on-investment.

In addition to the pre-packaged services described below, Acuity can provide a wide range of customized services and consulting to help you address virtually any issue you might have with your Pro/ENGINEER installation, user knowledge, data collaboration and sharing, supply chain collaboration or multi-CAD data sharing. Additionally, in the Portland, OR metro area we can provide services in "bite-size" chunks, such as 1 day per week, 1/2 day segments, etc., so we can get your projects done in a very cost-effective and affordable manner.

Packaged Services:

Upgrade Pro/INTRALINK, any version, to Pro/INTRALINK version 3.0

The latest version of Pro/INTRALINK has a new user interface with significantly improved ease of use and user workflow. 3.0 is also well known for improved software reliability and substantial performance improvements.

This is a 2-day service that will upgrade your server to the most current version. It will also:

- Inspect and evaluate your current environment. (Backup procedures, Vaulting, Hardware Usage, etc.)
- Make recommendations for new functionality. (Searching, Release procedures, Pro/ENGINEER configuration with respect to Pro/INTRALINK, etc.)
- Include up to 20 client machine upgrades
- Provide Administrator training
- Provide User training and mentoring.
- On-going support (telephone and 1 visit per quarter) when Maintenance is through Acuity

Pro/PDM to Pro/INTRALINK Upgrade

This service upgrades Pro/PDM version 3.7 to Pro/INTRALINK version 3.0. Pro/PDM reached its end-of-life in the third quarter of 2001. To guard against the eventual lack of support, and possible data integrity issues over time, plus gaining all of the benefits of the latest version of Pro/INTRALINK, we encourage you to start planning for this upgrade.

The upgrade will preserve your existing data, and migrate it to the latest in Pro/ENGINEER data management. Some of the benefits of Pro/INTRALINK version 3.0 include much improved user workflow and significantly improved software reliability, features and performance. Training in new functionality found in both the administration and client capabilities of the software is included.

ACUITY INCORPORATED

FLYING RHINOCEROS BUILDING 1440 NW OVERTON STREET, #150 PORTLAND, OR 97209
PHONE 503.221.6995 FAX 503.221.3139

www.acuityinc.com

Project time needed to complete this service will vary significantly from site to site; therefore we would like to meet with you to establish an appropriate time estimate. The service includes:

- Pro/INTRALINK version 3.x installation
- Migration from Pro/PDM
- Environment Configuration
- On-site training end users
- On-site training for administrators

Add ModelCHECK to Pro/INTRALINK Installation

ModelCHECK for Pro/ENGINEER can be used to help assure the quality of the models in your Pro/INTRALINK database. After ModelCHECK has been installed and configured, administrators or manager can easily query the database, identifying models that don't meet company standards for model quality, adherence to company modeling practices, and that don't include all the required information (metadata). ModelCHECK can help to guard against the "garbage-in, garbage-out" problem that can become inherent in a company's mission critical engineering database over time.

Implementation is 2-day service that includes the installation and configuration of ModelCHECK to comply with customer and site-specific requirements, and training on reporting methods for querying Pro/INTRALINK for the desired information.

Pro/ENGINEER version upgrade to 2001

This service provides for a cost-effective, highly experienced application engineer to outsource the version upgrade of your Pro/ENGINEER site. This is a 1 to 2 day service (agreed upon prior to implementation, typically depends on how much user upgrade and new feature training is desired). The following tasks will be performed:

- Upgrade existing Pro/ENGINEER installation to most current version
- Site tuning, configuration and customization, as desired
- Includes desired amount of user upgrade training and mentoring

Remote Support Services

Using the power of the Internet, Acuity's new remote support services allow us to "be at your site" when you need us, for as little or as long a period of time as the job takes. You can now cost-effectively out-source any or all of your application-specific system administration tasks, application support, or general information systems infrastructure support for which you don't want to staff.

A substantial additional benefit of Acuity's RSS is that it enables the option of off-hour support, which eliminates or greatly reduces the impact of software upgrades, migrations and maintenance on software users' productivity during the workday. (For more details on RSS, please visit www.acuityinc.com - Consulting)

A C U I T Y I N C O R P O R A T E D

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Enterprise-wide Viewing Implementation

This service implements PTC's ProductView software. ProductView offers Web-based access to data for view and markup of heterogeneous product information to enable collaboration throughout the enterprise, as well to the extended enterprise.

ProductView's graphics server automatically converts the data stored in Pro/INTRALINK to a viewable format that is much smaller and lighter than the Pro/ENGINEER native format, enabling view and markup from virtually any computer, without the need for a Pro/ENGINEER license, and without the requirement of a high performance computer.

A ProductView implementation takes one week, and includes:

- ProductView graphics server installation
- Graphics server configuration and connection to your Pro/INTRALINK server
- Pro/ENGINEER workstation installation and configuration
- ProductView client installation and training

Some Additional Areas We Can Help

In addition to these packaged services Acuity can also provide regionally based application engineers to provide virtually any type of desired service for your Pro/ENGINEER site.

Acuity has worked with many of our customers on Product Design Process Evaluations and User Skill Assessments. Upon completion of one or both of these activities we have then worked in concert with these companies to assist in implementing process change, and upgrading user skills, to significantly enhance the company's productivity. (Please see www.acuityinc.com - [Consulting](#) for more information.)

Some additional services might include the implementation of PTC's new Windchill-based LINK products, which are:

- ProjectLink
- PartsLink
- DynamicDesignlink
- PLMLink (due for release 2nd quarter 2002)
- Windchill
- DIVISION ProductView, MockUp, EchoCast & Reality

Because Acuity is a regionally based company, we provide almost any outsourced service for you more cost effectively and flexibly than someone who must bring people in from out of the area. And remember, in the Portland, OR metro area we can provide services in "bite-size" chunks, such as 1 day per week, 1/2 day segments, etc., all of which are not practical for services being sourced from outside our region.

Acuity would welcome the opportunity to discuss any of your Pro/ENGINEER service, process or software needs with you at your convenience! Please contact [Paul Stevens](#) at 503-221-6995 x 130, or [Georgie Powers](#) at ext. 105 for further information and to set up a visit to discuss your product development goals.

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