Achieve a world-class engineering environment

IBM Product Lifecycle Management (PLM) Services
We have established a variety of global industry teams with skilled professionals responsible for delivering industry-specific customer solutions on a country, regional and worldwide basis. Combining knowledge with technological expertise results in solutions that address each customer’s unique business requirements.
Achieve a world-class engineering environment
IBM Global Services—a partner you can trust
At IBM Global Services, our mission is to provide a unique combination of business experience and technological expertise to ensure customer success in an ever-changing networked world. IBM is the largest services company with a presence in 164 countries and more than 116,000 employees.

What’s most important to us, however, is that customers see IBM as a partner they can trust to help them apply technology for their competitive advantage. As a solutions provider, targeted service offerings are delivered that solve business problems, quickly and efficiently, while ensuring excellent value. IBM is deeply committed to attaining the highest level of satisfaction from our customers and companies.

Uniform excellence around the world
At IBM Global Services, we are driven by our relentless focus on customer satisfaction. We’re continually improving our comprehensive Information Technology (IT) services, and we’re dedicated to delivering them in a consistent manner all over the world. At the same time, we recognize our customer’s desire to work with a partner who understands their industry, and for strong local support in every market. In response, we’ve structured our organization to serve our customers the way they want to be served.

We have established a variety of global industry teams with skilled professionals responsible for delivering industry-specific customer solutions on a country, regional and worldwide basis. Combining knowledge with technological expertise results in solutions that address each customer’s unique business requirements. Global consistency, local customization: it’s how we assure the highest standards of performance while meeting local needs everywhere in the world.
Globalization is the cause of many critical business challenges in engineering and manufacturing today—whether collaborating in design projects, participating in supply chains or developing products to beat competition in price, quality and timeliness to markets. But matching speed-to-market and quality is not easily attained by a Computer Aided Design (CAD) system alone.

Core of PLM expertise
IBM PLM Services, the core of engineering expertise in IBM Global Services, is the team that customers can partner with to assure their investment in engineering systems is exploited to achieve the competitive advantage. From consulting and implementation, to managed operations, support, education and training—IBM PLM Services can provide the direction and support needed to achieve a PLM and manufacturing environment that is world-class.

IBM PLM Services Offerings
To ensure globally consistent high quality results, IBM PLM Services provides PLM Services Offerings across the world. IBM PLM Services Offerings are standard packaged solutions available for both CATIA® and ENOVIA® products across the entire IT lifecycle. The families of PLM Service Offerings include: Consulting, Education and Training, Development, Implementation, Support and Managed Operations. Because the offerings have been utilized around the world, IBM consultants are able to bring the knowledge and expertise gained from the global team’s experience to your company.

PLM Services Offerings
Available for the CATIA and ENOVIA products
IBM PLM Services helps Raytheon Aircraft jet take flight

When Raytheon Aircraft started the Premier 1 Jet program, the company’s goals were to dramatically shorten cycle time and to produce the most cost-effective aircraft in their history. With the jet designed completely with CATIA and ENOVIAPM, Raytheon Aircraft exceeded expectations. Not only did they significantly reduce cycle time, they were able to eliminate physical mock-ups. IBM provided project planning, installation support, integration services, capacity planning, technical consulting, and extensive training. IBM’s ability to deliver this broad range of services—including ENOVIAPM, CATIA, AIX®, DB26000 and RS/6000® skills—was a key factor to the project’s overwhelming success.

Virtual Product Innovation

Virtual Product Innovation is the creation and use of realistic computer simulation of a product, with functionality to support engineering and production. Whether implementing CATIA or ENOVIAPM in an environment, the objective is to help:

- Take advantage of a digital model to develop new and innovative products, from first concept through product end-of-life
- Support world-class product development
- Optimize your cycle time, cost and quality.

Benchmarking

A hypothesis developed by IBM and the London Business School says “World class companies are those that achieve both high practice and performance.” IBM’s consultants can evaluate where your company is, in terms of Virtual Product Innovation, and make comparisons to others in your industry. With that knowledge in hand, IBM can then support you in achieving world class levels in both practice and performance.
Industry best practices consulting
IBM’s best practices consultants can make sure the most benefits possible are received from your CAD system. Because IBM’s consultants have extensive knowledge in all industries, we can help your company:

- Standardize on the most efficient and effective practices for product design
- Focus on process improvement in your product design processes
- Utilize the most effective technology for your processes.

Assessment
Is your company or department thinking of moving to the next version of the CATIA or ENOVIA products? Are you concerned about the impact it will have on your organization, your infrastructure and your design practices?

PLM Services Assessment Offerings are available for the CATIA and ENOVIA products to help make your transition as smooth as possible. The PLM Services consultants who perform the assessment offerings are trained to help:

- Understand the changes that will take place
- Prepare as much as possible before the transition
- Minimize the impact on your organization after the transition.

Mary Aronin
CATIA Specialist
Aerospace Engineering Consultant
IBM helps provide Sony's Worldwide Product Development with 24-hour information sharing capability.

The Sony PDM system is one of the largest in the electronics industry. It tracks 30 million components, part assemblies, designs and alterations for Sony consumer, broadcast equipment and other products. The data is accessible 24-hours a day via Web browsers at approximately 300 Sony office and plant locations around the world. ENOVIAPM was the PDM system selected to handle this monumental task. IBM PLM Services helped Sony create this new PDM system on a tight project schedule. IBM PLM Services was chosen not only for their strong ENOVIAPM skills, but also their strong systems integration and other networking skills. All of these areas of expertise, as well IBM PLM Services global reach, were all key to this project's global success.

Global methodology
IBM PLM Services utilizes a standard systems integration methodology, called Solution Consulting and Integration. This allows PLM Services to exploit IBM's worldwide engineering knowledge base. It also ensures that all services are performed in the highest quality manner possible, creating high customer satisfaction.

Planning
When you are ready to implement a CATIA or ENOVIA product, IBM PLM Services has Installation Planning Offerings to help prepare an effective, efficient installation plan. In developing your plan, IBM will:

- Focus on hardware and operating system requirements
- Establish application software needs
- Develop education and training plans.

By combining your knowledge of the existing environment and future plans with IBM's extensive knowledge of application product requirements, IBM will create a step-by-step plan that ensures a smooth implementation process.

Installation and administration
Once the planning is complete, IBM PLM Services can provide the installation and administration assistance required to get your solution implemented quickly.

world class

Sony Corp
IBM installation experts can install and customize the PLM environment—from hardware and software, to complete network management—whether you have one or thousands of seats, in a single location or sites worldwide.

IBM PLM Services Headstart Offerings are available to accelerate your implementation process with packaged installation, training, on-site support and data loading.

Integration and development services
IBM PLM Services Integration Center brings both application knowledge and technical expertise to every project. An effective partner for any integration or development project, the Integration Center can provide support to clients in a variety of areas such as:

- Technical specification writing
- Program design and coding
- Data loading and migration
- Application integration, including integrations with SAP, Baan and Aspect
- Test script writing
- Performance analysis.

Curtis Niemeyer
CATIA Specialist
Heavy Machinery
PLM Consultant
IBM works with Rolls-Royce and Bentley Motor Cars Limited to take the best and make it better

Emerging from the recession in 1995 Rolls-Royce and Bentley looked for a partner who could deliver a comprehensive total solution to all aspects involved in creating a world-class CAD environment. IBM PLM Services became the partner who provided the wide breadth of services required. First IBM performed a Virtual Product Innovation Assessment, showing Rolls-Royce and Bentley where they were currently and where they wanted to go within their industry. Rolls-Royce and Bentley then went to IBM for servers, workstations, software, as well as a managed operation, including application and training support for CATIA. Working with IBM allowed Rolls-Royce and Bentley to take a huge leap forward in the use of technology. The result was to achieve world-class design processes in record time.

Managed operations

IBM Global Services has extensive managed operations centers around the world with many years experience in how to best run a client’s operational environment. By combining IBM’s extensive Managed Operations capabilities with IBM PLM Services specific CATIA and ENOVIA application skills, IBM can assume 7 x 24 responsibility for operating your entire engineering environment. By forming this type of strategic partnership with IBM, a company can then focus on its core business. IBM can provide:

- Application product expertise
- Product lifecycle management solutions customized for specific requirements
- Hardware and software
- System administration
- Regular maintenance updates
- Technology consulting.
All of these products and services are provided through a single point of contact with IBM, allowing companies to focus on the highest priority—making the best product possible.
support

education

& training
PLM Support Services
Whether you want to ask a simple or complex usage question, or browse the latest benchmark information about your planned CATIA or ENOVIA environment, IBM PLM Support Services is ready to help with the information you need. It provides:

- Defect and usage support for CATIA and ENOVIA products
- Remote systems administration
- Support to run Help Desks
- An Enhanced Support Option beyond the standard warranty, including voice and interactive Internet support.

PLM Support Services is staffed with skilled professionals with years of CATIA and ENOVIA experience. Their linkages to the software development labs, as well as technical competency centers within IBM, ensure that they have the latest and most thorough information at their fingertips to answer your questions. The staff is also equipped with the latest software tools that provide them with unique capabilities to solve client problems. In addition, the PLM Support Center is equipped with numerous configurations of the CATIA and ENOVIA products to provide the most comprehensive support possible.

By combining knowledge of the existing environment and future plans with IBM’s extensive knowledge of application product requirements, IBM will create a step-by-step plan that ensures a smooth implementation process.

Education and training
IBM PLM Services can provide a wide range of education and training options. Training can be standard product training, or customized training to fit specific project requirements. The target audience for the training can vary from new users learning the product for the first time, to product experts who need to focus on one specific design process.
For more information

To learn more about how IBM’s PLM Services skilled individuals can help your company achieve a world class engineering environment, contact your local IBM representative or the PLM Competency Center nearest you.

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Numbers in parentheses, for example (0), should only be dialed when calling from inside a country.

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