



## The Value of Cisco Collaborative PLM to the Manufacturer

For today's manufacturers, increasing the rate of innovation has become a top priority, driven by:

- Increasing customer demand for new and specialized products
- High growth in emerging markets requiring localized products
- The need to compete effectively against global firms

By expanding their global R&D footprint, manufacturers can accelerate product development and time-to-market. However, to make global production workflows effective, companies must be able to assure consistent communication and collaboration, especially for engineering change management. The Cisco Collaborative PLM solution with PTC offers an integrated technology that combines Cisco's industry-leading Unified Communications with PTC's Windchill PLM application, creating a solution that helps manufacturers manage the engineering process workflow to contain costs, maintain quality, improve productivity, and meet traceability requirements.

## The Challenges of the Engineering Change Process

The critical challenge of the time-sensitive engineering change management process is the fact that business applications are often disconnected from the communication process. Manufacturers struggle with:

- Retaining instant access to engineers, developers, and approvers to implement changes quickly at a time when employees are becoming increasingly mobile and globally dispersed

- Manual interactions that are becoming more time-consuming and disruptive in complex environments, taking up to weeks at a time in large organizations
- Costly delays and a potential lack of compliance with the formal change process, due to not being able to locate reviewers and approvers, or not being able to quickly and effectively collaborate to review and discuss changes

## The Cisco Collaborative PLM Solution with PTC

The Cisco Collaborative PLM solution with PTC allows manufacturers to accelerate engineering change approval and implementation, increasing efficiency and ease of use by integrating communications capabilities directly into the PTC Windchill process workflow. Cisco Unified Communications tools are accessed directly from the Windchill application user interface, reducing the complexity and productivity loss associated with multiple applications and devices. This solution supports powerful collaboration capabilities:

- Change notices are changed from Text to Speech (TTS) with the ability to approve or reject changes over the phone.
- The Windchill change team list uses Cisco Presence with Click-to-Talk to allow team members to quickly see who is available and how to best communicate with them.
- Users may escalate to a web conference using Cisco WebEx or MeetingPlace from within Windchill for further collaboration and discussion regarding an engineering change.

This robust solution is based on the Cisco Unified Communications platform, which facilitates rapid development, reliable execution, and automated management of applications that converge voice and video with PTC enterprise applications and data.

## Benefits of Cisco Collaborative PLM

Manufacturers gain a wide range of benefits from implementing their engineering change management process using the Cisco Collaborative PLM solution with PTC.

This powerful technology:

- Accelerates the change process by reducing delays associated with communications during the development process
- Improves process compliance and tracking by reducing the likelihood of skipping steps due to delays
- Improves auditing and reporting with a comprehensive record of all phases of the process
- Improves productivity by embedding collaboration tools directly into the Windchill application interface

## Why Cisco?

Today's manufacturers require a streamlined organization that effectively shares information to remote offices and facilities around the world. With Collaborative PLM, the network becomes the platform for responsive manufacturing and enables continuous innovation. The combination of the Cisco Unified Communications platform and the PTC Windchill PLM application helps manufacturers improve communications, transform business processes, and create competitive advantage.