



tts



TT PERFORMANCE SUITE

Greater productivity
thanks to better PLM handling



Ever faster, ever newer



PLM systems promise a quicker time-to-market, higher customer satisfaction and more innovative power – but only if used to their full potential. Their success depends on competent users who not only fully accept and confidently handle the IT procedure, but can also access precise knowledge regarding this complex system exactly when the “moment of need” or questions arise.



In this globalized world, not only is it hard to keep up with all the latest innovations, but competition is also much more intense wherever you look. New smartphone models, automobile face-lifts, individualized products... the pressure to develop innovative products increases by the day and product lifecycles keep getting shorter. The production departments in practically all sectors of international companies react to this ever-changing environment by introducing Product Lifecycle Management (PLM). Complementary software solutions are all the rage, currently enjoying annual growth rates of an astonishing 29 percent.

Hardly surprising considering that PLM solutions promise greater transparency, improved planning precision and faster workflows, all of which result in enhanced competitiveness. Without PLM, you can say goodbye to innovation leadership!

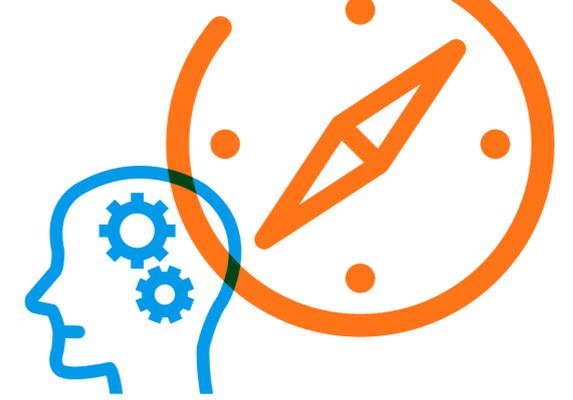
Ever faster, ever newer

PLM involves a huge range of software applications with the sole goal of making complicated operations more transparent and controllable. This not only impacts on core production processes with their complex streams of data, but also on every employee and support process involved in the product lifecycle. The optimal utilization of PLM systems hinges on one crucial factor: ensuring that everything is connected and everyone has easy access to the knowledge they require. However, there is a downside – employees are often confused by the high level of complexity of such solutions. And this can't be remedied by merely relying on a clever user interface or conventional software Help functions (if they even exist).

For employees to fully exploit the enormous potential of a PLM solution, companies must ensure that they are equipped with the "right" knowledge at just the right time. Only then will they be able to react to the increasing global virtualization of production and products with the necessary creativity and efficiency.



Greater productivity thanks to better PLM handling



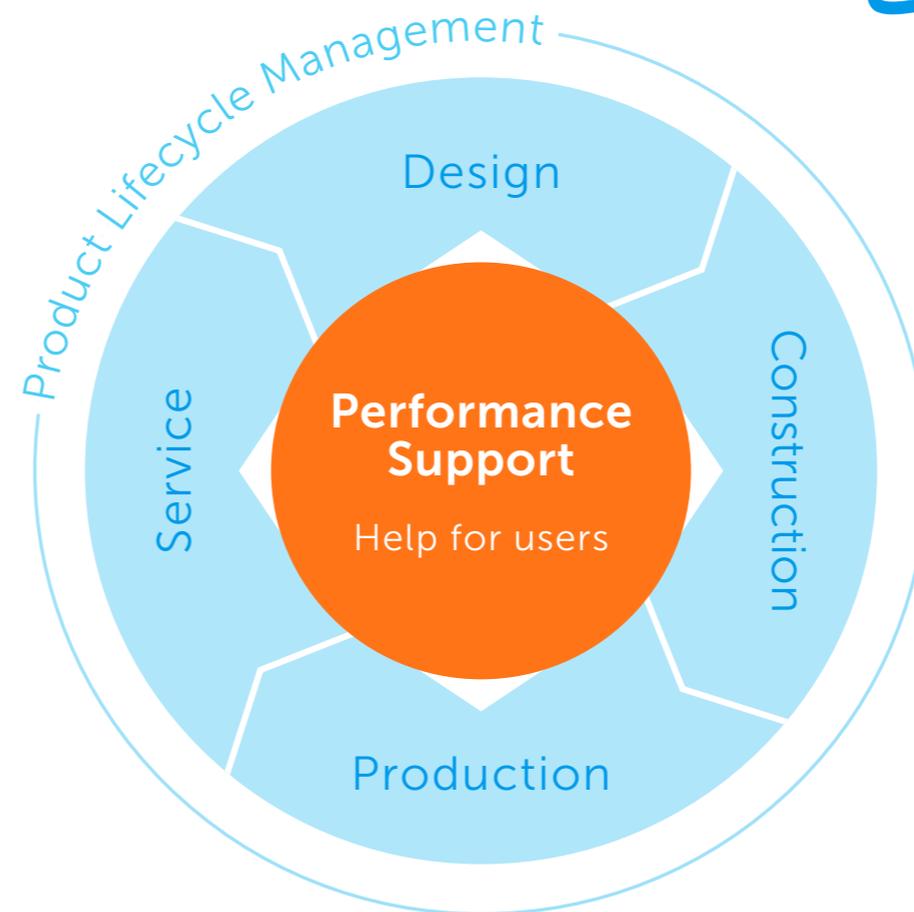
Get your employees fit for PLM

Performance Support

It's possible to provide your PLM users with assistance directly at their workstation and without dragging them away from their ongoing activities. You need to ensure that your employees can unlock the immense benefits of your PLM system and provide them with optimal role-specific handling support.

User acceptance: the foundation for success

PLM projects are always synonymous with change. Accepted practices are called into question, long-established processes are dismantled and redesigned. This can be uncomfortable for everybody involved. Even in cases where your target concept and specification sheets are a perfect



fit for your unique corporate environment, the importance of the "human" factor cannot be underestimated. This highlights the importance of ensuring that all the parties involved are fully prepared for the transformation process that goes hand-in-hand with a PLM project and are

supported with role-specific tailored assistance. **tt performance suite** provides motivational assistance and knowledge, thereby boosting system understanding across the board. This leads to increased user acceptance, resulting in better system usage across all corporate divisions.



Greater productivity thanks to better PLM handling



Project Managers focus on agile methods and visible rollout benefits.

Even during the PLM implementation stage, **tt performance suite** can be deployed to build up a training and knowledge pool which is reliably updated to keep pace with the evolving system – even in the case of highly agile procedures. Training and e-learning lessons during the pre-rollout phase prepare the users and support teams for the upcoming challenge, allowing them to fully use Performance Support immediately after the go-live. This involves organizing content to reflect the reality on the ground at all your sites throughout the world and to suit the scheduled rollout calendar.

Your service providers can contribute so much more.

Effective onboarding – not just for employees, but also for subcontractors and external providers – is one of the most important aspects in guaranteeing production reliability. By providing tailor-made knowledge “at the touch of a button”, you can not only ensure that all your partners have the same level of knowledge, but also save valuable time and eliminate sources of error from the outset. Universal adherence to your compliance rules helps minimize procurement and lead times.

Reuse existing knowledge instead of starting from scratch all over again.

The inability to reuse existing knowledge elements whenever there’s a PLM system release update is not just incredibly frustrating, but also terribly outdated. The impressive content update mechanisms and structured views in **tt performance suite** can alleviate this problem and perfectly support your PLM solution’s various software cycles.



Greater productivity thanks to better PLM handling



Your support team deliver optimal support at a lower cost.

Every PLM project is only as good as its user support. Thanks to its comprehensive context-sensitive Help function, which allows users to help themselves, **tt performance suite** empowers employees with the knowledge to solve questions and software handling problems all on their own. Top-quality, ready-made assistance means that support employees don't have to answer the same questions over and over again, freeing up resources for other tasks.



tt performance suite boosts your PLM success.

Here at **tts**, we are firmly convinced that our tool provides everything you need to transform your PLM deployment into an unmitigated success. **tt performance suite** will support you in a number of ways:

- knowledge transfer and the timely passing on of know-how, allowing employees to truly "live" the PLM concept
- permanent safeguarding of knowledge and its transfer on demand to all departments from a single source: single point of truth
- keeps knowledge in sync with the evolving PLM implementation – classic or agile
- quicker onboarding and updating of

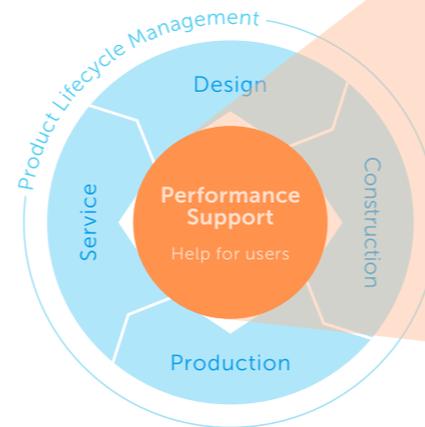
in-house teams and external service providers

- adaptation of – and adherence to – compliance specifications
- qualification tests for teams aimed at ensuring thorough competence and service quality
- creation of compulsory documentation requirements and guidelines

We strongly recommend addressing the issues of qualification and on-demand workplace support for your users at an early stage while planning your PLM implementation or migration, and treating them as a top priority. Only those who are truly convinced of the merits of their PLM system can fully contribute to its ultimate success, thereby boosting company performance.

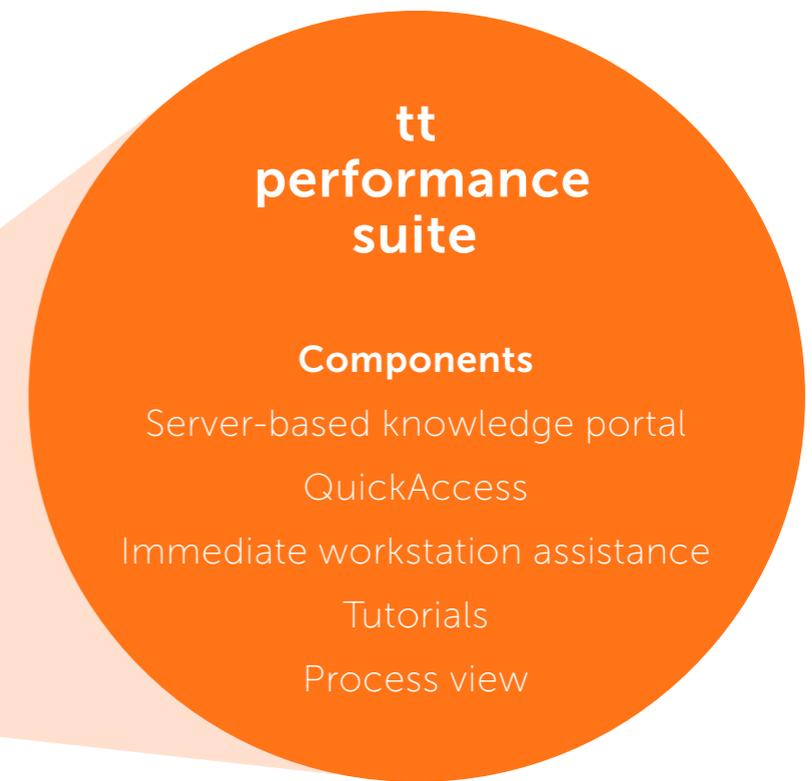
The right information at just the right time

Deployed as the foundation and catalyst for optimized PLM use, **tt performance suite** provides ingenious, easy-to-use tools for all scenarios. The software includes a server-based knowledge portal for the creation and management of content – and also comes with an authoring environment. First and foremost, it provides a user-friendly, role-oriented process view, allowing you to structure knowledge and distribute content. Implicit knowledge needs analyses carried out by the suite's inbuilt Wizards help with defining the qualification requirements for external service providers and internal team members, while also ensuring the success of all measures with the help of quantifiable knowledge tests. A flexible metadata and variant concept ensures maximum transparency



when it comes to expanding PLM usage to other sites or countries.

Extendable portal technology facilitates role-oriented access control in real time. The QuickAccess desktop assistant provides all users with the opportunity to quickly access the software help and learning content that is actually relevant to their position, without having to interrupt their workflow in PLM. In accordance with the principle of “2 clicks



& 10 seconds”, users can view PLM software guides that have been tailor-made to reflect their respective role and situation, or access additional information and tutorials. Just 2 clicks is all it takes for users to receive customized assistance right at the “moment of need”. Since QuickAccess is ideal for the quick creation of software help and its subsequent distribution to users at the touch of a button, it makes life much easier – and provides considerable added value – for your IT helpdesk.





Precisely tailored to your needs

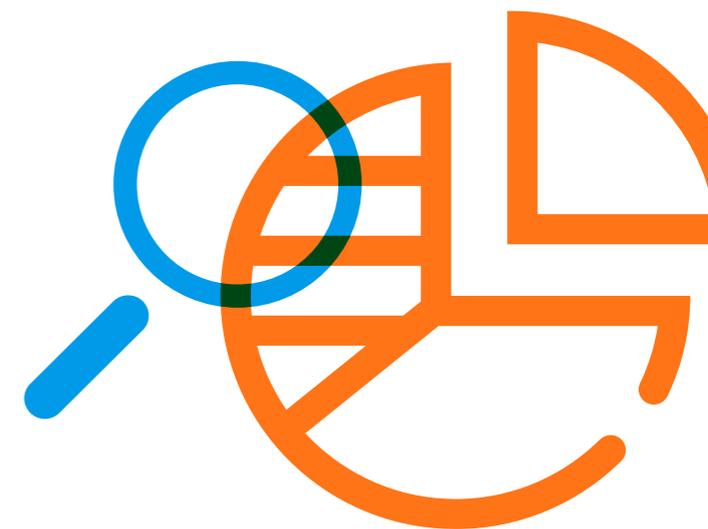
Armed with our expertise in the field of change processes associated with complex business software and our **tt performance suite** tool, we provide you with a comprehensive Performance Support solution which delivers customized support, preparing users in the best possible manner for their future work with the PLM system and its optimal day-to-day handling.



- **tts** will sit down with you to analyze what your employees or external partners need to know about their specific roles within the process and identify the optimal manner in which this knowledge should be made available. **tts** will advise you about the most appropriate strategies for distributing the pool of corporate knowledge that is relevant to your product development processes based on the tried-and-tested technological foundation delivered by **tt performance suite**.
- **tts** will support you with the optimal definition of user-friendly process models, knowledge structures and content in **tt performance suite**.
- **tts** will help you to compile custom-made knowledge modules – from A to Z.

This covers everything from tutorials to training curricula, Online Helps and user-friendly process overviews, all the way up to documentation, compliance guidelines and much, much more.

- **tts** will support you with the generation of content and ensure that the principle behind industrial production processes is successfully applied in Performance Support.



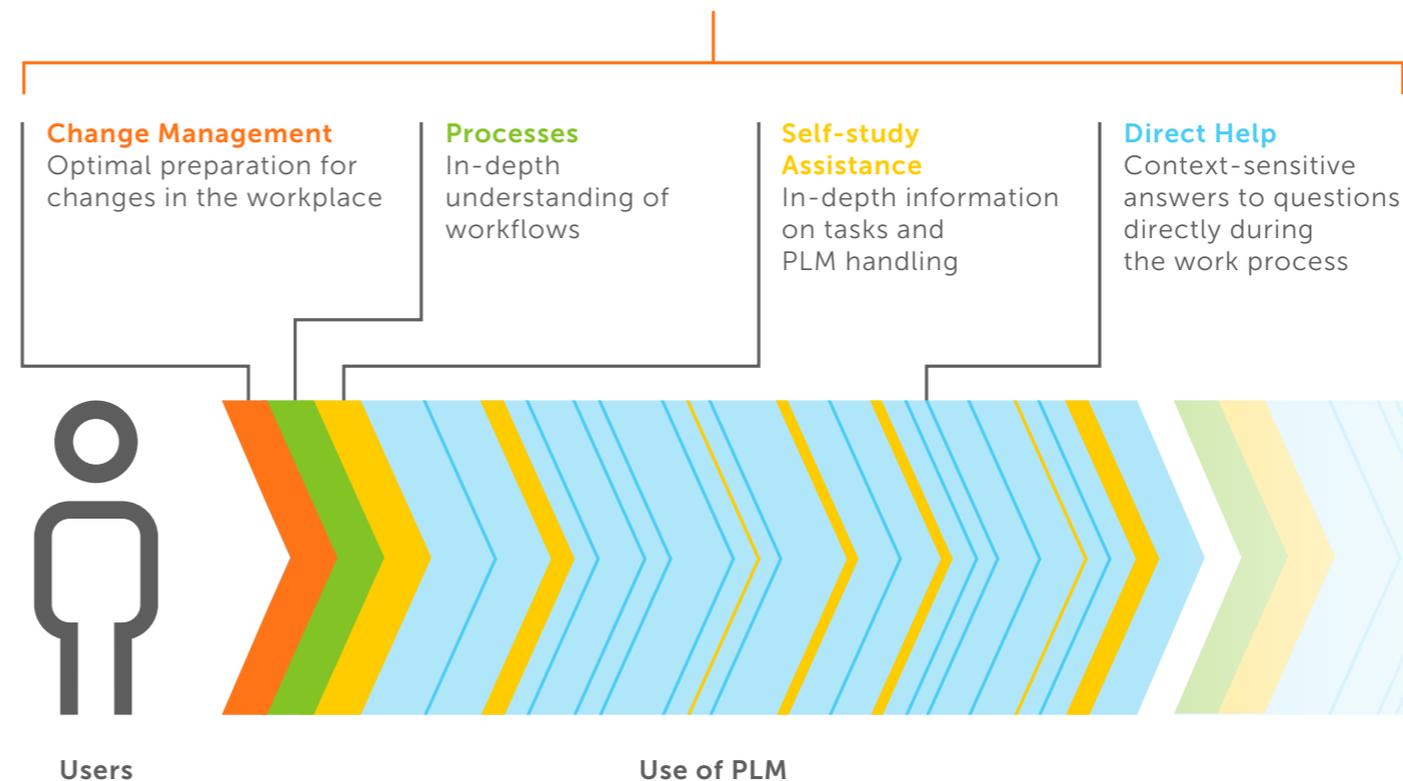
Greater productivity thanks to better PLM handling

The benefits of working with tts

With **tt performance suite** by your side, you can be sure that all PLM users – from Development and Production all the way up to Service and Disposal – will be optimally integrated into the process chain: Employees will become more enthusiastic and supportive of the change processes and readily accept the role played by new PLM software in their daily working lives. This means that the software's potential benefits will be fully exploited and all financial advantages – along with time savings and quality improvements – will be realized. In short, ideal conditions for greater innovation and productivity.



tt performance suite



tts

Want to find out more?
We're happy to help!

tts

Germany

Schneidmühlstraße 19

69115 Heidelberg

T +49 6221 894 69-0

F +49 6221 894 69-79

E info@tt-s.com

United Kingdom

16th Floor Portland House

Bressenden Place

Victoria, London, SW1E 5RS

T +44 20 7869-8022

USA

Chrysler Building

405 Lexington Ave, PMB 319

New York, NY 10174

T +1 646 825-3070

