

DATA SHEET

# Engineering IT (EIT) Managed Services

Reduce costs and maximize the productivity of your global engineering organization



**Reduce internal engineering support costs by 30-50%**



**Keep engineering and design systems working, reducing downtime**



**Minimize OEM program delays**



**Improve supplier rating by meeting program timing objectives**

## **OpenText offers a customizable solution to alleviate challenges with engineering infrastructure and technology demands.**

The resurgence of the automotive industry and its rapid growth in emerging markets has led to an escalation in the rate of new product introductions. Suppliers are struggling to keep up with the increase in product development and the resulting software requirements of its OEM customers.

For automotive suppliers, these engineering technology demands can be a real burden. From the need to carry software support staff (support technicians, software architects, network specialists, project managers, etc.), to the resulting engineering downtime, the costs can be significant. Engineering IT (EIT) Managed Services from OpenText can alleviate these challenges and prevent disruption to core business. Through its knowledge and experience with suppliers, software vendors, connectivity, security and OEMs, OpenText offers the highest level of capability and up-to-date knowledge of OEM-specific requirements and associated services. Meeting the demands of your OEM partners has never been easier.

## **OpenText Engineering IT (EIT) Managed Services provides many benefits, which allow organizations to:**

- Stay in compliance with OEM Teamcenter upgrades.
- Reduce costs by 30 to 50 percent.
- Reduce engineering downtime by 70 to 90 percent.
- Increase OEM customer satisfaction.
- Optimize CAD environments.
- Improve help desk service/user support.
- Provide effective legacy CAD support.
- Meet quality objectives by creating and managing accurate engineering.
- Maintain up-to-date environments with current releases and patch levels as specified by OEMs.

OEMs supported	Service portfolio
<ul style="list-style-type: none"><li>• Ford</li><li>• GM/Opel</li><li>• Chrysler</li><li>• Nissan/Renault</li><li>• PSA</li><li>• BMW</li><li>• Bentley Motors</li><li>• Tata</li><li>• Volkswagen/Audi/Škoda</li><li>• Toyota</li><li>• Honda</li><li>• Volvo</li><li>• JLR</li><li>• Daimler Truck</li><li>• Mercedes Benz</li></ul>	<ul style="list-style-type: none"><li>• Applications management for COTS and customer engineering applications</li><li>• OEM connectivity</li><li>• OEM CAD Data Exchange (CDX)</li><li>• Supplier enablement</li><li>• Software packaging, distribution, installation and administration</li><li>• License management</li><li>• Software upgrades</li><li>• Ongoing systems support</li><li>• OEM methods (CAD, CDX)</li><li>• Secure file transfer</li><li>• Cloud services</li><li>• Migration services</li><li>• Professional services (on-site, remote)</li><li>• Training</li><li>• Service desks •4</li></ul>