

**Center of Excellence (CoE) is a Managed Services “competency center” that exists to fill in all kinds of missing PLM roles and skills.**

## Agile Managed Services

Domain Systems has provided quality implementations, upgrades, integrations, process extensions and data migrations for over 16 years. We know each company’s PLM solution will vary in breadth and scope. From installation- to daily use to-ongoing upgrades, Center of Excellence support packages offer a solution. While many clients possess some of the required expertise for their PLM needs (most do not).

The solution must be to gain those extra skills without taking impacting productivity.

Domain Systems offers a cost-effective alternative that allows full application support to be available on demand through our Agile PLM Center of Excellence competency center. CoE can revitalize stalled or under implemented PLM installations and streamline existing ones by supporting our client across the spectrum of roles and functions required for the optimal PLM solution.

## CAPABILITIES

- Conduct “best practices” audits
- Augment existing PLM team (whether temporary or permanent)
- Provide additional expert PLM knowledge
- Provide immediate post production support for new or upgraded implementations
- Assist PLM team with ongoing administration & configuration
- Troubleshoot PLM application issues
- Conduct health checks
- Provide specific application competency on demand
- Provide targeted user or topic training – computer or in-person based

With a team of experts create a partnership that provide PLM leadership, best practices, and training for all packaged into an unparalleled support offering with general focus on the most productive PLM implementation possible.

## Commitment to Excellence

- Value-added Support by focusing on how to improve the customer experience
- Enhanced customer experience by repeatable installation, implementation and incident reporting for better productivity
- Resource Optimization by rounding out and supplementing technical & functional roles quickly, freeing IT staff for more company-oriented activity
- Reduced Time to Value by offering immediate multi-role effectiveness in issue resolution, creating superior uptime and system access
- Awareness of Customer Impact by reporting and use of metrics that help the customer identify or demonstrate improvements made via audits
- Business Impacts by assisting the customer in planned and actual business objectives
- Lessons Learned Improvements by having manager reviews and activity reports to help improve productivity by pointing to technical and business support trends

## LEARN MORE

For more information about Center of Excellence packages call 1.801.447.3777 or visit us at [www.domainsi.com](http://www.domainsi.com).

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