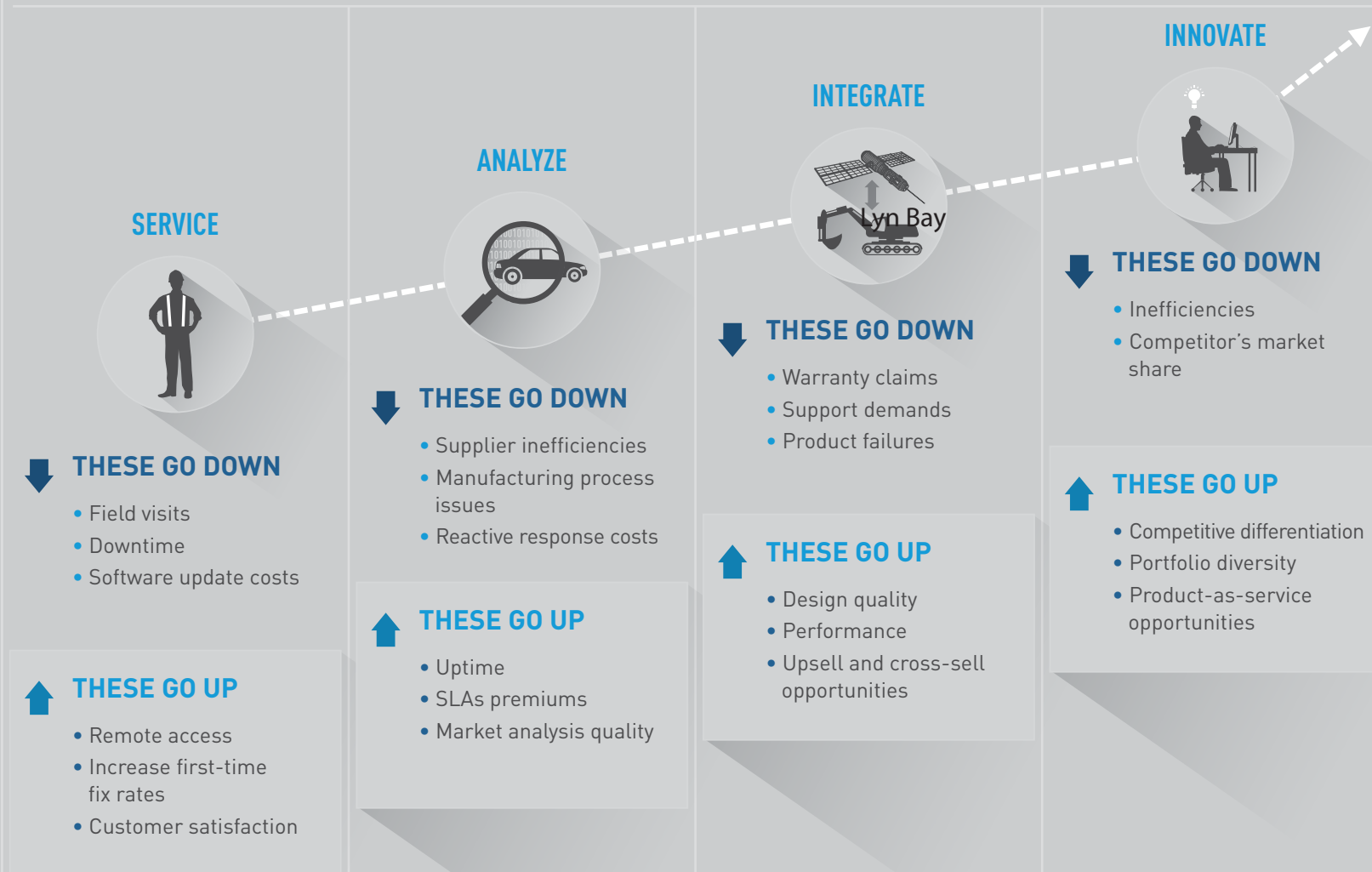


INTERNET OF THINGS

CONNECTED PRODUCT VALUE CURVE

To understand the business impact of developing smart connected products, PTC has created the Connected Product Value Curve. Products can be differentiated to create new value by introducing types of capabilities, including remote monitoring, remote service, usage analysis, ERP/CRM integration, and value-added services.



JOYGLOBAL

STRATEGY: INNOVATE

Transform business model



STRATEGY: INTEGRATE

Optimize 7 processes across value chain



Data from products improve:

Sales efficiency ~ SLA terms ~ Training ~ Remote diagnostics Field service ~ Inventory optimization ~ Product upgrades

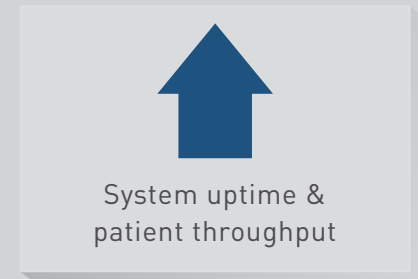


STRATEGY: ANALYZE

Using predictive analysis of product usage

Remote service with out onsite visit

20%



Better

Product design (via machine reliability data analysis)



STRATEGY: SERVICE

Self-service delivery of security systems

Downtime Reduction

15%

Remote issue Resolution

17%

2hr

Average service turn-around time reduced to:

<30min

To learn more about the value of smart, connected products and how different capabilities can transform your business, visit www.ptc.com/connected-business