

Support Cloud Parameters

Teamcenter, NX, or Tecnomatix customers that have Premier or Premier Plus support plans are eligible to receive a Support Cloud platform. The Support Cloud environment is limited to the following qualification parameters:

Support Cloud Parameters	
Project minimum run time (months)	3
Machine working time	8AM-5PM
Total Hours per week	45
RAM per machine	16 GB
Storage overall	100 GB
Access from internet needed	Yes
Firewall restriction on customer IP address	1
How many Public IP Address are needed?	1
Datacenter Location	Each Zone
Support (MON-FRI)	Standard (8-5)
Import/Export of VM template	No
Users	1
Virtual Machines	1
Availability	Mon – Fri 8:00am – 5:00pm Local Time
Scalable hardware resources	No
High-end Graphics	No
Customer specific configuration	No