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PDMS Sitecore Support

Program Information & Services

PDMS Sitecore Support

PDMS - Sitecore Support Services

As part of the 2025 PDMS program, Porsche Canada will provide Porsche Centres with a monthly website maintenance service, free-of-charge. This service is offered through our agency partner, Steak+Sizzle CreativeWorks, and is designed to maintain your dealer website by offering Sitecore support across all update requests.

The program will begin in March 2025 and will provide your Porsche Centre with 7 (seven) hours of Sitecore support per month, including production and a dedicated representative to handle your requests. The following document outlines the included services in addition to other requests your Porsche Centre may have that are out of scope.

The service operates on an online IT ticketing platform where your marketing team can submit requests directly.



PDMS Sitecore Support | List of Services

The table shown provides a detailed breakdown of all available service requests offered within the program. To plan and maximize your monthly service hours, please refer to the estimated timing column. As standard, all requests require a 48-hour turnaround time for completion.

PLEASE NOTE:

All requests made by your Porsche Centre require a minimum 48 hour turn-around-time in order to publish and go-live.

All service request tickets received after business hours (Mon-Fri 8am to 8pm ET) will be processed and initiated on the next business day.

Emergency (SOS) requests can be fulfilled for an additional fee noted on page 7 of this document.

The 7 total hours of Sitecore service will not carry-over to the following month.

SERVICE REQUEST	DESCRIPTION	ESTIMATED TIMING
Action Bar Creation	<ul style="list-style-type: none"> Creation of Action Bar Adding to page 	15-20 mins
Configurator Teaser (Addition)	<ul style="list-style-type: none"> Resizing image if necessary Creation of new Teaser tile Add tile to Configurator Teaser 	20 mins
Configurator Teaser (Updates)	<ul style="list-style-type: none"> Resizing image if necessary Update image Removal of expired Configurator Teaser 	15 mins
Contact Details Update	<ul style="list-style-type: none"> Updates or additions 	10-15 mins
Embedded Video	<ul style="list-style-type: none"> Creation of module Adding to page Removal of embedded video 	10-15 mins
External Links	<ul style="list-style-type: none"> Updates, additions or removals 	10-15 mins
Finder Teaser Updates	<ul style="list-style-type: none"> Image resize if necessary Update image Update link 	15-20 mins
Footer Navigation	<ul style="list-style-type: none"> Includes updates and removals 	15-20 mins
Job Postings	<ul style="list-style-type: none"> Text Element creation Page Creation Add job to Offer Teaser for careers Upload appropriate image for Offer Teaser Removal of expired Job Posting 	30 mins

PDMS Sitecore Support | List of Services

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SERVICE REQUEST	DESCRIPTION	ESTIMATED TIMING
Main Navigation Updates	<ul style="list-style-type: none"> Addition or removal of links 	10-15 mins
Map and Action Links	<ul style="list-style-type: none"> Updating or removal of items 	15-20 mins
Media Gallery Creation	<ul style="list-style-type: none"> Resizing images if necessary Uploading to Sitecore Creating Media Gallery Adding to page 	30-40 mins
Model Teaser Updates	<ul style="list-style-type: none"> Resizing images if necessary Uploading to Sitecore Updating text or image Removal of expired Model Teaser(s) 	20-25 mins
Monthly Rate Updates	<ul style="list-style-type: none"> Rate updates on monthly Offers Page Removal of expired Offer(s) 	20-25 mins
New Form Creation	<ul style="list-style-type: none"> Creation of Form Creation of HTML or ADF email Must include email address Adding to page Test Form submissions Removal of expired Form 	55 mins
New Page Creation	<ul style="list-style-type: none"> The time will depend on what modules are being added New page creation will include meta text All images will have alt text Removal of expired page 	40-70 mins

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SERVICE REQUEST	DESCRIPTION	ESTIMATED TIMING
News Listing	<ul style="list-style-type: none"> Resizing images for desktop, mobile, highlight if necessary Uploading images to Sitecore Creation of new news detail Creation of page where the News Listing lives Dealerships using custom pages instead of the news detail module will add an additional 15-20 minutes Removal of expired News Listing 	35-55 mins
Offer Teaser Creation	<ul style="list-style-type: none"> Resizing photos for module Creation of Offer Teaser Adding to page 	25-35 mins
Offer Teaser Updates	<ul style="list-style-type: none"> Update of monthly Offer Teaser Updating pictures if necessary Resizing photos if necessary Removal of expired Offer Teaser(s) 	20 -30 mins
Other	<ul style="list-style-type: none"> Requests not covered in the categories listed Describe your request in the Description window on the "Submit a Request" form and a member of our team will get back to you with details. 	Timing dependent on request
SEO Blog/Article Publishing	<ul style="list-style-type: none"> Page creation Text element creation Addition of action bar at top Publishing page Emailing links to stream companies Removal of old SEO Article 	20-30 mins

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SERVICE REQUEST	DESCRIPTION	ESTIMATED TIMING
Single Image	<ul style="list-style-type: none"> Resizing photos if necessary Uploading to Sitecore Creation of single image Adding to page Removal of old image(s) 	20-30 mins
Stage Header	<ul style="list-style-type: none"> Resizing images for desktop and mobile Uploading media to media gallery Creation of stage header Adding to page or adding to main home page header Removal of old stage header 	25-35 mins
Team Slider (Personnel Addition)	<ul style="list-style-type: none"> Resizing photo for module Creation of new employee Adding employee to department 	20-30 mins
Team Slider (Personnel Deletion)	<ul style="list-style-type: none"> Removal of employee(s) 	20 mins
Text Elements	<ul style="list-style-type: none"> Creation of text elements Adding to page 	25-35 mins
Text Media Content	<ul style="list-style-type: none"> Resizing photos if necessary Uploading to Sitecore Creation of text media content Adding to page 	25-35 mins
Text Picture Elements	<ul style="list-style-type: none"> Resizing of photo for the module Uploading module Adding to page 	25-35 mins

PDMS Sitecore Support | Additional Services

The costs displayed in this table are for any work requested outside of the monthly Sitecore Support scope and will be billed directly to the Porsche Centre by Steak+Sizzle CreativeWorks.

The following preferred rates can be discussed with your representative prior to engagement via the IT ticketing platform chat feature.

ADDITIONAL SERVICES	DESCRIPTION	COST
Project Fee	All requests outside of the allotted monthly budget from PCL will be subject to a project fee and covers account management time.	\$120 flat fee
Sitecore Programming Services	All items from List of Services if allotted monthly time (7 hours) is spent	\$120/hr
Copy Writing	Copy writing services	\$160/hr
Graphic Design	<ul style="list-style-type: none"> ▪ Photo selection (VM media or Canadian content) ▪ Photo resizing and preparation ▪ Photo retouching ▪ Graphics ▪ Ad layouts 	\$140/hr
SOS / After-hours requests	Any Emergency (SOS) requests such as updates required after hours. A quote will be provided at time of request. Please allow 1hr response time.	\$250/hr

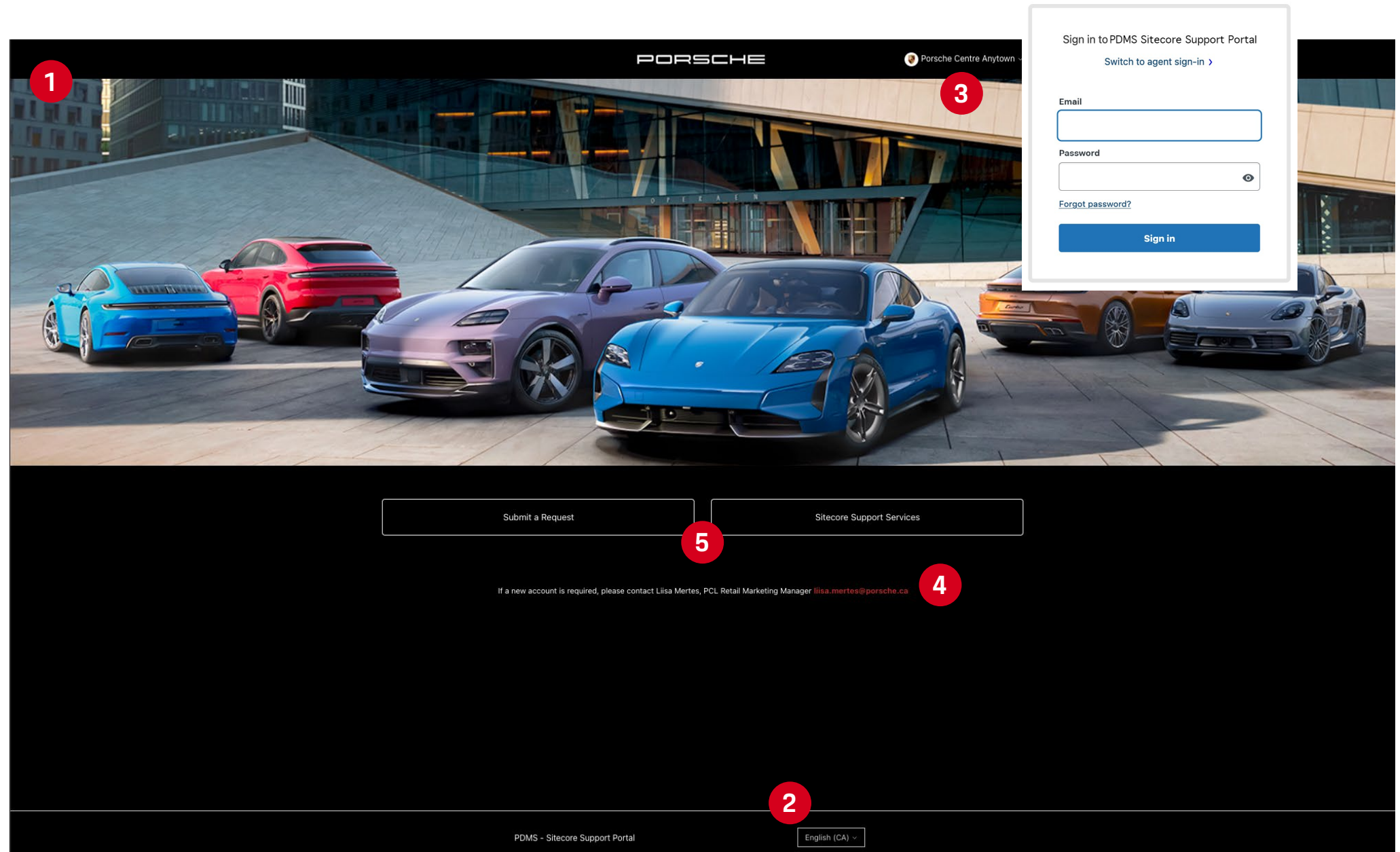
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PDMS Online Ticket Portal

PDMS Sitecore Support | Ticket Portal Homepage

- 1 Access the ticket platform homepage via **this link. (Click anywhere for access).**
- 2 Select your preferred language (English or French).
- 3 Log-in using your credentials at the top right hand corner of the screen.
- 4 If a new account is required, please contact **Liisa Mertes, PCL Retail Marketing Manager.**
- 5 Select **Submit a Request**, or **Sitecore Support Services** to access and download this document.



PDMS Sitecore Support | How to Submit a Request

Submit a Request Form

- 1 Select your Porsche Centre from the drop down menu.
- 2 Select your Service Request type from the drop down menu.

Each Service Request requires an individual ticket.

The screenshot shows the 'Submit a request' form on the Porsche Sitecore Support Portal. A red circle with the number '1' highlights the 'Porsche Centre*' dropdown menu, which is currently set to 'Porsche Centre Anytown'. Below it, the 'Service Request*' dropdown menu is also highlighted with a red circle. The form includes fields for 'Request Type*', 'Due Date', and a 'Description*' text area with a rich text editor. There is an 'Attachments' section with a 'Choose a file or drag and drop here' prompt and a 'Submit' button at the bottom.

The screenshot shows the 'Submit a request' form on the Porsche Sitecore Support Portal. A red circle with the number '2' highlights the 'Service Request*' dropdown menu, which is open to show a list of request types: Action Bar Creation, Contact Details Update, Configurator Teaser (Addition), Configurator Teaser (Updates), Embedded Video, Employee Update, External Links, Finder Teaser Updates, Footer Navigation, and Job Posting. The 'Porsche Centre*' dropdown menu is now set to 'Porsche Centre Anytown'. The rest of the form, including the 'Description*' field and 'Submit' button, remains the same as in the previous screenshot.

PDMS Sitecore Support | How to Submit a Request

Submit a Request Form

- 3 Select your priority for the service request from the drop down. **Standard** and **Due Date** types are included in your service. If you need urgent, after-hours support, select **SOS** (additional cost).

Standard - 48 hour turn around time.

- 4 **Due Date** - Choose your go-live date. Ticket will be executed for the specified date, unless communicated otherwise. All elements (ie. photos, text copy, etc) must be provided by the Porsche Centre at the time of Service Ticket submission.

PDMS - Sitecore Support Portal > Submit a request

Submit a request

Fields marked with an asterisk (*) are required.

Porsche Centre*
Porsche Centre Anytown

Service Request*
News Listing

Request Type*
SOS tickets available at additional cost to Porsche Centre. Please refer to program guidelines.

- Standard
- Due Date
- SOS*

Paragraph

Attachments
Choose a file or drag and drop here

Submit

PDMS - Sitecore Support Portal English (CA)

PDMS - Sitecore Support Portal > Submit a request

Submit a request

Fields marked with an asterisk (*) are required.

Porsche Centre*
Porsche Centre Anytown

Service Request*
News Listing

Request Type*
SOS tickets available at additional cost to Porsche Centre. Please refer to program guidelines.

Due Date

of our support staff will respond as soon as

March 2025

Sun	Mon	Tue	Wed	Thu	Fri	Sat
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Attachments
Choose a file or drag and drop here

Submit

PDMS - Sitecore Support Portal English (CA)

SOS - Emergency service tickets that need to be executed immediately and/or after business-hours. Service available at an additional cost outlined in the Additional Services page 7.

PDMS Sitecore Support | How to Submit a Request

Submit a Request Form

- 5 Fill out the Service Request Description to describe details and specifications of the request.
- 6 Attach your images, text copy documents, and any other details that are related to your Service Request.
- 7 Click Submit to submit your Service Request.

Once your request has been submitted you will receive an email confirmation. You will also receive notifications for any updates made to your ticket via email.

PDMS - Sitecore Support Portal > Submit a request

Submit a request

Fields marked with an asterisk (*) are required.

Porsche Centre*
Porsche Centre Anytown

Service Request*
News Listing

Request Type*
SOS tickets available at additional cost to Porsche Centre. Please refer to program guidelines.
Due Date

Due Date
March 5, 2025

Description*
Please enter the details of your request. A member of our support staff will respond as soon as possible.

Paragraph | B | I | [Image] | [Image] | [Image] | [Image] | [Image] | [Image] | [Image] | [Image] | [Image] | [Image]

I am attaching the news doc and images we would like included in the news listing.

Attachments
Choose a file or drag and drop here

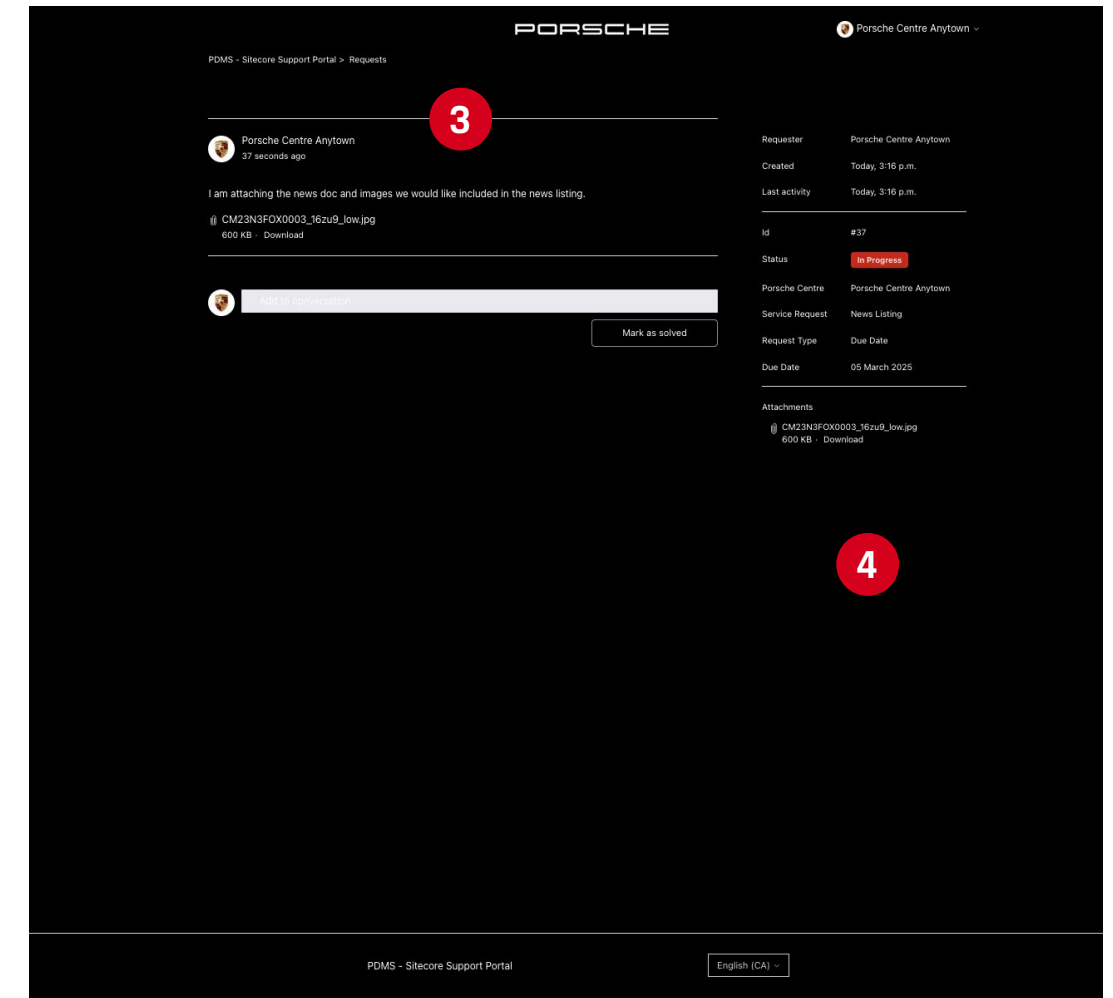
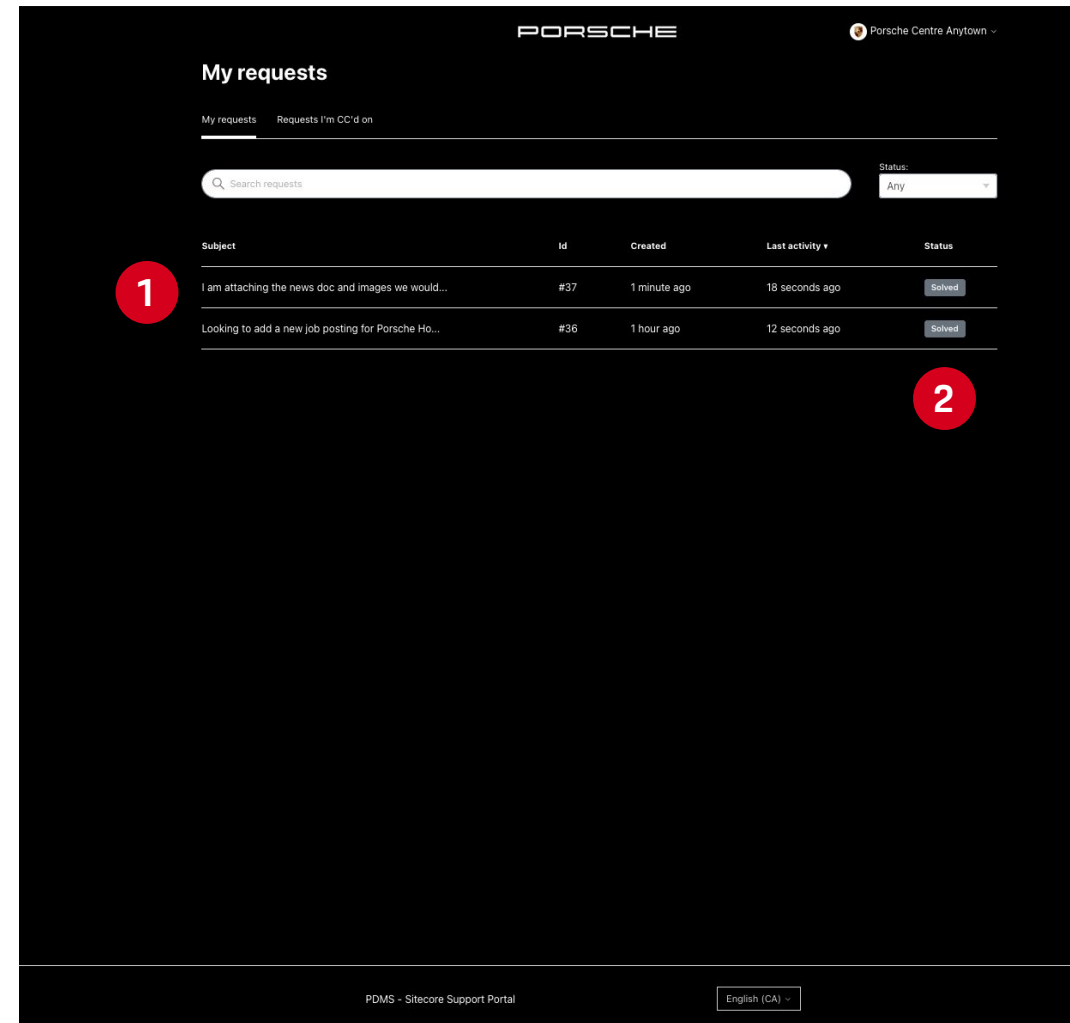
Submit

PDMS Sitecore Support | Service Request Dashboard

Dashboard

Your Service Request will be displayed in your user dashboard. From here you can:

- 1 See your request details
- 2 Request Status
- 3 You can also chat with the support team in the messenger window.
- 4 Track messages/interactions/status



PDMS Sitecore Support | Service Request Completion

Request Completion

Once your Service Ticket has been completed, we will send a message informing you of the change(s) made.

- 1 Please mark the Service Ticket as "Solved" once it is published.

If the ticket is not marked "Solved" within 3 business days after completion, it will be marked as complete automatically by the system.

The screenshot shows the Porsche Sitecore Support Portal interface. At the top, the Porsche logo is on the left and the user profile 'Porsche Centre Anytown' is on the right. Below the logo, the breadcrumb 'PDMS - Sitecore Support Portal > Requests' is visible. The main content area shows a message from 'Porsche Centre Anytown' sent '1 second ago'. The message text reads: 'I am attaching the news doc and images we would like included in the news listing.' Below the text is an attachment: 'CM23N3FOX0003_16zu9_low.jpg' (600 KB) with a 'Download' link. At the bottom of the message, there is a text input field with the placeholder 'Add to conversation' and a 'Mark as solved' button. A red circle with the number '1' is overlaid on the 'Mark as solved' button. To the right of the message is a sidebar with request details: Requester (Porsche Centre Anytown), Created (Today, 3:16 p.m.), Last activity (Today, 3:16 p.m.), Id (#37), Status (Open), Porsche Centre (Porsche Centre Anytown), Service Request (News Listing), Request Type (Due Date), and Due Date (05 March 2025). At the bottom of the sidebar, there is an 'Attachments' section with the same file 'CM23N3FOX0003_16zu9_low.jpg' (600 KB) and a 'Download' link.

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Upload Media Best Practices

PDMS Sitecore Support | Upload Media Best Practices

Sitecore Media Specifications

Most of your Sitecore update requests will require accompanying photos or copy/text. Below are the required specifications for all submitted media.

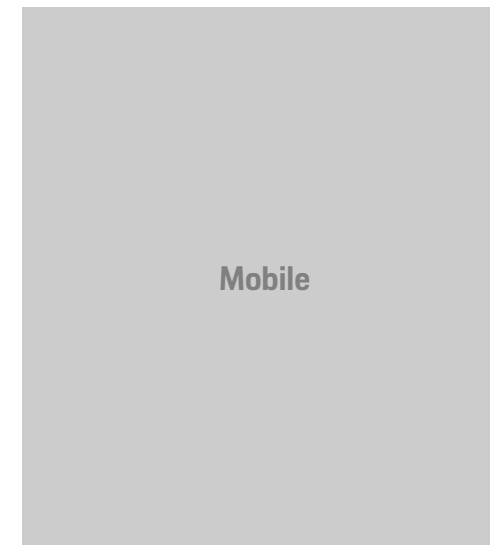
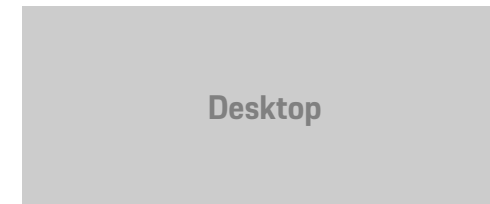
Refer to the illustration for image sizing. If you require our team to resize your photos please supply the image in the highest resolution and quality as possible.

Please submit all text elements in one of the following formats:

MS Word
Pages
PDF

Stage Headers

Desktop: 3840px wide by 1600px high
Mobile 3840px wide by 4318px high
(Both sizes required)



Offer Teaser

3840px wide by 2880px high

Text Picture Element

3840px wide by 2880px high



Employee Photo (Team Slider)

1785px wide by 1975px high



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