AVEVA™ System Monitor

Real-Time System Monitoring to Help Your Operations Run Smoothly

AVEVA System Monitor is a software application – installed at your plant – that continuously monitors your Wonderware applications and system hardware, identifies upset conditions and alerts you to potential issues before they manifest into real problems like software application errors or machine downtime events. Optional professional system management services (in support of AVEVA System Monitor) give you access to experts to install, configure and maintain AVEVA System Monitor onsite for you, monitor your Wonderware solutions 24/7/365, and fine-tune your applications annually for peak performance.
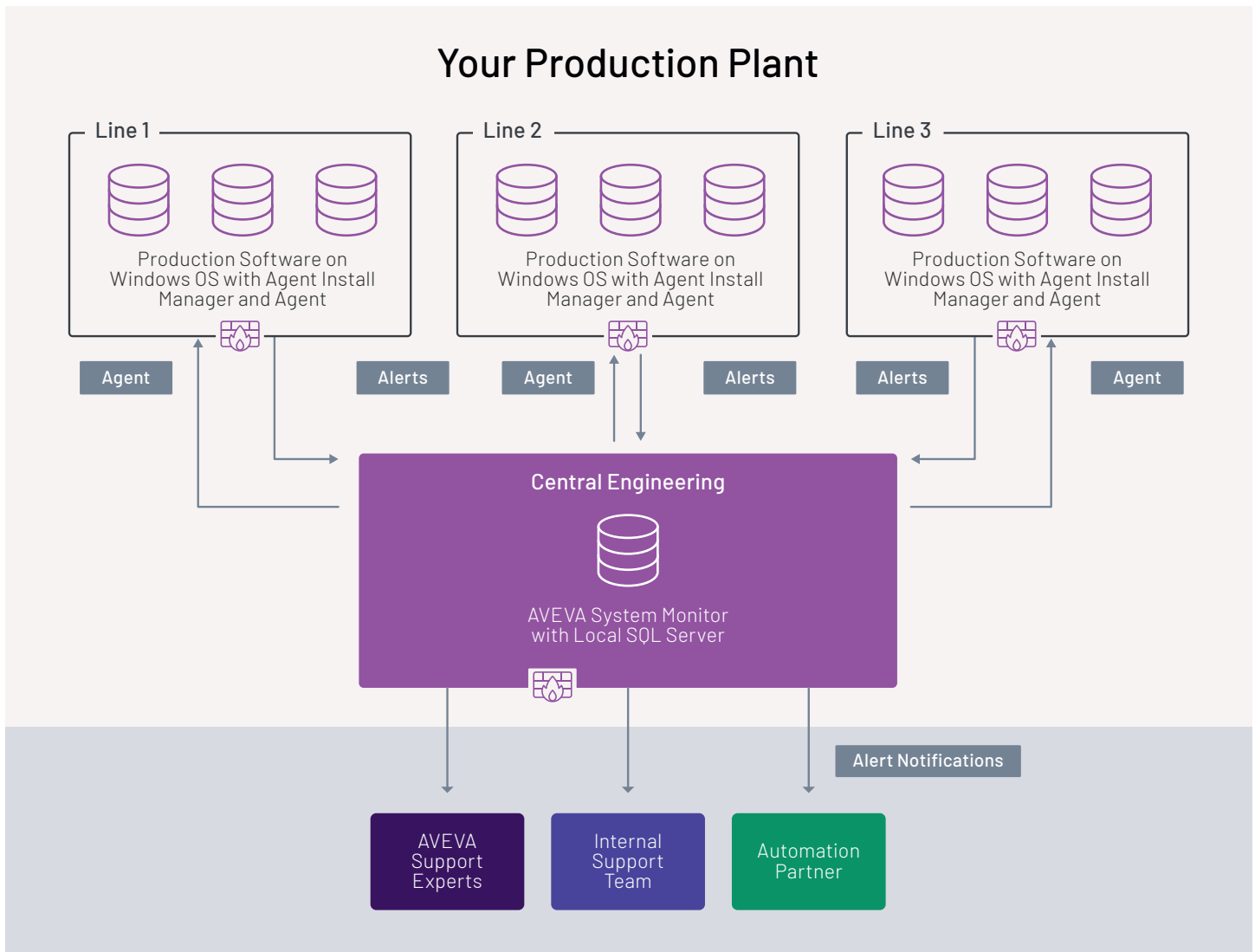
Tailored for You

AVEVA System Monitor has been engineered to fit into your environment and give you proactive visibility into your Wonderware software. It includes:

- **Intelligent Software Tools** – Monitor Wonderware software applications and system health for easy IT maintenance
- **Continuous Innovation** – The evolving solution helps you to respond to new alert conditions and environmental factors quickly and implement more effective corrective actions

Benefits

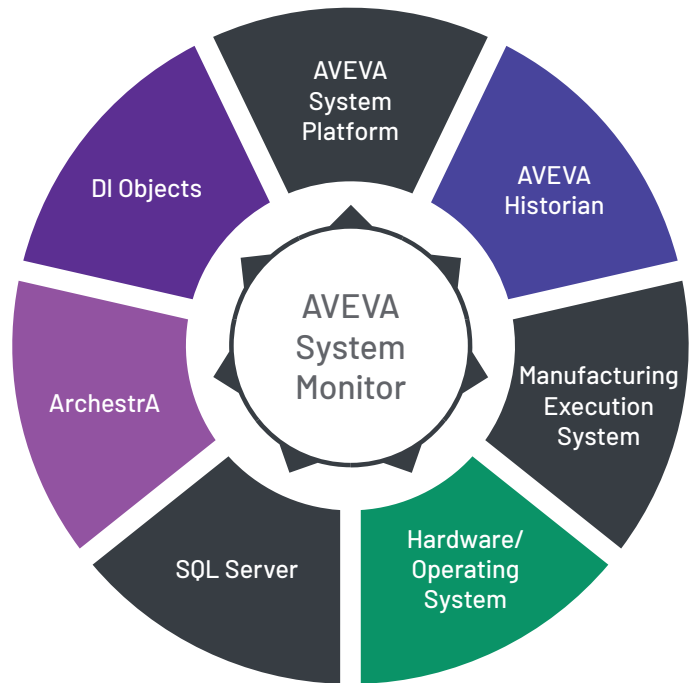- Maximize system availability and increase your production yield and revenue

- Identify and address issues early and avoid adverse effects on operations
- 24/7/365 monitoring and early notification of issues
- Quicken resolution times with pinpoint error detection
- Better manage system resources to improve asset performance
- Effectively manage your staff with automated system management
- Reduce the volume of high priority issues
- Streamline the diagnosis process by understanding existing or developing issues in context

Your Production Plant

Line 1

Production Software on Windows OS with Agent Install Manager and Agent

Agent   Alerts

Line 2

Production Software on Windows OS with Agent Install Manager and Agent

Agent   Alerts

Line 3

Production Software on Windows OS with Agent Install Manager and Agent

Alerts   Agent

Central Engineering

AVEVA System Monitor with Local SQL Server

Alert Notifications

AVEVA Support Experts

Internal Support Team

Automation Partner

What is Monitored by AVEVA System Monitor?

These are some of the many attributes, messages and metrics monitored constantly:

- **AVEVA System Platform, formerly Wonderware (Platform & Engine):** Runtime Attributes like Scan Status, Redundancy/ Failover, ArchestrA Event Log Error/Warnings, logged Script Issues

- **DI Objects:** Connections/Scan Status, DAServer Status, ArchestrA Event Log Error/Warnings

- **AVEVA Historian, formerly Wonderware:** Services Status, Database Health, ArchestrA Event Log Errors/Warnings

- **ArchestrA:** ArchestrA Services Status, ArchestrA Event Log Errors/Warnings

- **Manufacturing Execution System:** Services Status, Database Performance, ArchestrA Event Log Errors/Warnings

- **SQL Server:** Internal Performance and Health per Microsoft SQL Server Management Pack

- **Hardware/Operating System:** CPU, Memory, Event Logs, Performance Counters

- **Other Supporting Software:** Terminal Services, 3rd-party IO Servers, and others

AVEVA System Monitor — surrounded by: AVEVA System Platform, AVEVA Historian, Manufacturing Execution System, Hardware/Operating System, SQL Server, ArchestrA, DI Objects

Improves Productivity

- Eliminates guesswork
- Provides detailed alerts
- Streamlines diagnosing process

Reduces Downtime

- Identifies application degradation
- Streamlines issue resolution

Maximizes System Utilization

- Enables preventive maintenance
- Reduces complexity of managing an automation system

Optional Professional Services (in Support of AVEVA System Monitor)

Annual System Health Review – Baseline and Improve Your AVEVA Application Performance

Available as an optional purchase for Customer FIRST members, the Annual System Health Review service provides you with expert technical resources to review and baseline your current AVEVA application and the operating performance of your solution. Proactively maintaining the health of your AVEVA application and system assets with AVEVA System Monitor can help you keep your operations running smoothly.

Included Services and Components:

- **Installation and Configuration** – We assess and audit your AVEVA system performance and work with you to tune and stabilize your AVEVA application to a requisite baseline. Once complete, we then install and configure the AVEVA System Monitor application monitoring tool, so you or your designated partner can start to monitor your system performance.

- **Wonderware System Tuning** – To ensure optimal performance, an annual tune-up evaluates your Wonderware software applications and their respective platforms, helping you to adapt to changing operating and business conditions.

- **AVEVA System Monitor** – The system monitoring tool is included in the System Health Review. Your staff can continue to use AVEVA System Monitor as long as you maintain your Customer FIRST agreement and elect the annual Health Check Review.
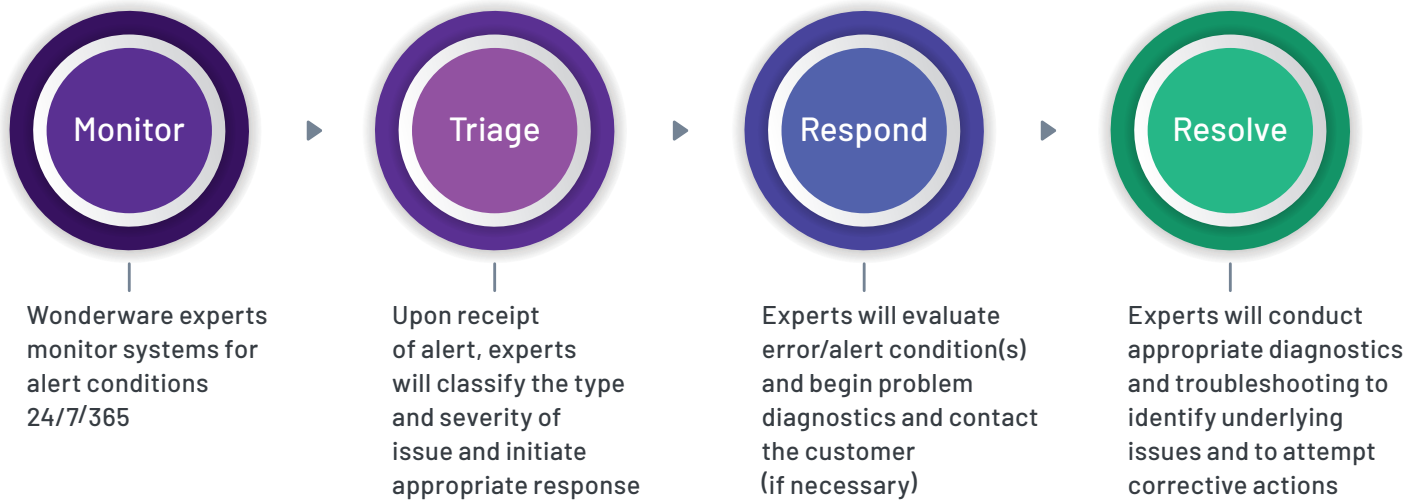
Reaching and maintaining peak performance of your automation system is a continuous process. Our System Health Review is designed to help you get the most out of your AVEVA applications and related systems, increasing your Return on Investment (ROI) and providing you with confidence in your plant operations.

Monitoring Services for AVEVA System Monitor - Get the Most from Your Wonderware Software All Year Long

Also available as an optional purchase by Customer FIRST members, the Monitoring Services for AVEVA System Monitor give you access to AVEVA experts to receive, evaluate and respond to your AVEVA System Monitor alarms. AVEVA support professionals can triage alert notifications 24/7/365 and quickly respond to them and recommend corrective actions to resolution. Our response model is based on the alert handling process and escalation procedure as defined in conjunction with you, the customer.

- With Monitoring Services for AVEVA System Monitor, feedback is delivered to you via monthly system health status reports which include:

- Overall health status for the month

- Critical, major, medium and minor system issues and errors for the month

- Changes or corrections made to fix errors that occurred in the AVEVA environment

- Proposals for AVEVA system deviations to ensure the system conforms to best practice standards

Monitor	►	Triage	►	Respond	►	Resolve
Wonderware experts monitor systems for alert conditions 24/7/365		Upon receipt of alert, experts will classify the type and severity of issue and initiate appropriate response		Experts will evaluate error/alert condition(s) and begin problem diagnostics and contact the customer (if necessary)		Experts will conduct appropriate diagnostics and troubleshooting to identify underlying issues and to attempt corrective actions

AVEVA System Monitor – Available in Three Variations

Basic – Without a license, AVEVA System Monitor can be installed at any site to provide full-feature monitoring of a single machine. The user can change the single machine at any time, on demand. Additionally, it can be used to monitor activation-based license acquisition for all machines from the AVEVA Enterprise Licensing System at sites using Wonderware System Platform 2017 Update 3 or higher.

Limited – With the purchase of an Application Server subscription, a "limited license" allows AVEVA System Monitor installation at the site to provide full-feature monitoring of up to five machines. The user can change those machines at any time, on demand. Limited also allows you to monitor activation-based license acquisition from the AVEVA Enterprise Licensing System.

Full – With a license, AVEVA System Monitor is available to do full-feature monitoring of an unlimited number of machines. A license can be acquired as an optional subscription for Standard and Premium-level Customer FIRST members, and it is included for Elite-level members. It is also included with the purchase of AVEVA's Annual System Health Review.

The AVEVA Customer FIRST Program is our comprehensive, fee-based software maintenance and technical support program that helps you achieve maximum benefit from your investment in AVEVA software. It includes access to our award-winning technical support and services team to quickly resolve issues, software version upgrades and updates, and valuable services and software utilities.

To learn more, please contact your AVEVA representative or visit us online at aveva.com

aveva.com