AVEVA

AVEVA Customer FIRST for Your Monitor and Control Software

Build, support, maintain, and evolve your mission-critical automation system with industry-leading software maintenance, support, and success services

About AVEVA

AVEVA creates industrial software that inspires people to shape the future. We believe industry advancement should enhance the human experience. That is why we work hard to empower the people behind digital transformation to get ahead of what is next. Our comprehensive software portfolio provides everything you need to improve your asset and operations lifecycles. With our integrated solutions, you can knock down informational silos and drive increased collaboration across your business.

We put the Cloud, IoT, AI, and virtual reality to work for you in powerful ways. We carefully analyse how the latest innovations can be included in your business without disruption and offer seamless solutions that deliver meaningful results. Our end-to-end portfolio of innovative engineering and industrial software solutions make assets and operations safer, more effective, and more sustainable. From water and energy to food and infrastructure, our solutions turn opportunities into business value.

Engineer, Procure, Construct

Our integrated engineering and design solutions lower the cost, time, and risk of capital project engineering and execution.

Asset Performance

Our APM solutions increase asset longevity and performance while ensuring a safe, reliable working environment.

Monitor and Control

The most flexible, open industrial HMI and SCADA solutions in the world empower your decision-makers to think boldly and advance smartly.

Plan and Schedule

Maximise production profitability with planning and operations solutions that optimise supply chains and manufacturing.

Operate and Optimise

Leverage tools that eliminate inefficiencies to synchronise production and operations with business goals.

50+ years
of innovation

16,000
customers globally

5,700
certified developers
delivering trusted solutions

4,200
partners for
collaborative insights

AVEVA's Monitor and Control Solutions

We offer the most flexible, open industrial HMI/SCADA, historian and intelligence solutions in the world to empower your decision-makers to collect, control, store, retrieve, display and analyze your industrial data. The Industrial Internet of Things is making connections and generating data at an incredible rate, and our Monitor and Control solutions help you make the most of that data by turning raw information into valuable insights that unearth new opportunities. With AVEVA software, you can integrate your components, get your processes under control and get critical information on demand.

Customer FIRST helps you get maximum value from our Monitor and Control solutions that include:

- Alarm Adviser
- Citect SCADA
- Communication Drivers
- Control Configuration Manager
- Development Studio
- Dream Report
- Enterprise Historian
- Historian
- Historian Client

- Industrial Computers
- Information Server
- Insight
- Intelligence
- InTouch Edge HMI
- InTouch HMI (Standard Edition)
- OASyS SCADA
- SmartGlance Mobile Reports
- System Platform (Powered by Wonderware)

AVEVA Customer FIRST

AVEVA Customer FIRST is not just a cliché, it is a mantra that drives our everyday efforts to put our customers first – ensuring their overall success with our software is essential. We strive to deliver innovative, market-leading software coupled with a wide range of services and resources. The program is the foundation of your service and support relationship with AVEVA and our global partner network. It offers a comprehensive portfolio of services, including software version upgrades and maintenance, expert technical support and success-based services to help you get the most value possible from your investment in our software and keep your operations running smoothly. The program ensures that you get:

- Continuous software maintenance and innovation through version upgrades to keep your software "state-of-the-art" so you can respond quickly to challenges and opportunities

- Access to technical support experts to quickly remedy any technical issue you may experience as you install, fine-tune, and upgrade your software

- Optional services, resources, and system management applications to efficiently maintain and optimise the performance of your software and meet your changing business needs

With Customer FIRST, you get a continuum of investment protection and value with a program designed to proactively help you be successful, whether you are building, maintaining, supporting or evolving your Monitor and Control software.

Protect Your Monitor and Control Software Investment

While your Monitor and Control software investment may be substantial, it is only a fraction of your overall investment when you consider everything else involved in your project and the benefit to your business from your AVEVA software over time. Customer FIRST delivers in a number of critical ways to help you get the most value from your software.

- **Software Version Upgrades and Maintenance** – We encourage our customers to continuously innovate and harness the latest capabilities of our new versions that push the envelope of current technology. Our Monitor and Control software is regularly upgraded to assure reliability, performance and security, to embrace new technology and standards, and to provide new functionality to meet evolving market demands. We have an unparalleled history of investing in software development to ensure backward compatibility where ever and whenever possible. Customers using our software can maintain and extend their engineering investment and seamlessly upgrade from one version to the next without significant future capital and engineering costs.

- **Access to Exceptional Global Technical Support** – Our customers have specific business objectives and responsibilities that rarely include troubleshooting industrial software technical issues. Customer FIRST provides streamlined access to support experts who have years of experience supporting diverse installations around the world. They are adept at understanding potential software implementation issues, replicating any problems and resolving them quickly. With the Customer FIRST program, you can leverage our vast software experience and expertise to reduce operational risk, minimize downtime, save time and money, and proactively meet key targets and objectives. For our larger customers,

we can provide a designated Technical Account Management team to take full accountability for your technical support activity and AVEVA escalation, overseeing your support issues all the way to resolution. You also get access to extensive online, 24/7 self-help including a vast knowledgebase of technical tips, tools and best practices, and dedicated and collaborative web portals

- **Customer FIRST Benefits and Support Apps** – Our Apps bring AVEVA Monitor and Control software resources to you, wherever you are, via mobile devices. You can use them to quickly access your support agreement, log and track service requests for convenient case management, learn new technical tips, and stay current on support-related events and software news.

- **Software Utilities and Services** – Customer FIRST also offers a number of system utilities and services designed to help you achieve even greater productivity:

  - **Software Asset Manager** – This utility for Wonderware and Citect software provides convenient license inventory and patch management services. It easily discovers and reports on installed licenses and streamlines the process of patching and upgrading your software.

  - **Sentinel System Monitor** – Installed at your plant and available through Customer FIRST, this application continuously monitors your Wonderware software and system hardware, identifies upset conditions and alerts you to potential issues before they manifest into real problems. Optional services give you access to experts to: install, configure and maintain Sentinel System Monitor onsite for you; monitor your Wonderware solutions 24/7/365; and fine-tune your applications annually for peak performance.

AVEVA Customer FIRST Included Services

Our customers are increasingly purchasing diverse offerings from across our software portfolio, so Customer FIRST now focuses less on individual products than in the past. The program features core included services and entitlements that apply across our suite of offerings.

Included Services	Primary*	Standard	Premium	Elite	Descriptions
Technical Support and Services					
Business Hours Technical Support (Normal Local Business Hours)	✓	✓	✓	✓	Access to expert technical assistance
Knowledge and Support Centre Website	✓	✓	✓	✓	Access to product information and downloads, technical support articles, security bulletins & case management
Customer FIRST Mobile Apps	✓	✓	✓	✓	Our app helps you utilise and realise value from your support agreement with proactive notifications from AVEVA & your local support provider
eLearning	✓	✓	✓	✓	Get on-demand access to our rich library of eLearning modules
En Route Response Plan for Billable Onsite Corrective Assistance	NBD	NBD	24 hrs	4 hrs	Within the committed time period, our support team will mobilise an expert resource to help remedy technical issues at your site
Discount on Technical Support Consulting Services		5%	10%	20%	Leverage AVEVA Software technical expertise even more … for less
Level 2 Direct/Advanced Technical Support		✓	✓	✓	Direct and immediate access to AVEVA Software Global Customer Support resources to resolve complex issues
Emergency 24-Hour Technical Support (24/7)			✓	✓	Support available around the clock to minimise impacts in emergency situations
Customer FIRST Program Reviews (Per Year)			1	2	A focused meeting with your sales or support partner to review utilisation and value derived from your support agreement
Technical Support Priority Response Commitment				✓	Priority handling of your technical support call
Software Maintenance And Utilities					
Software Maintenance Releases, Service Packs, Patches, Updates and Hotfixes	✓	✓	✓	✓	Stay current with the latest updates and fixes
Software Version Upgrades and Revisions		✓	✓	✓	Run the latest versions of AVEVA software and access the latest features.
Software Asset Manager (for Wonderware, Citect, Ampla)		✓	✓	✓	Software application that identifies and manages AVEVA software versions and licenses
License Assurance			✓	✓	Replacement or rehosting of a damaged or lost license(s) at no additional charge
Discount on Test and Offline Development System Licenses			✓	✓	Save on additional licenses for testing applications
Sentinel System Monitor (Wonderware)				✓	AVEVA Support application that helps you proactively monitor your Wonderware systems (software, application and computers) and receive notifications of system health issues
Additional Benefits: Minimum Contract Spend Required					
Included Training seats for your AVEVA software product (Classroom, eLearning or Virtual Instructor-led)			1	2	Increase productivity and sharpen your skills with our expert training
Block of Technical Support Consulting Services Hours			16	24	Expert guidance on best practices during initial rollout and on-going phases of your application
Complimentary Invitations to AVEVA Software Customer Events			2	5	Enjoy attendance and gain valuable insight at our annual user conference or other AVEVA-hosted customer event in your region
Dedicated Customer Portal			✓	✓	Cloud-based repository to securely store and share important documents and access all your plant's support activity, license and purchase history
Technical Account Management Team			✓	✓	A team of designated, senior-level support experts to resolve technical issues and liaise between you and the AVEVA Development team to ensure that your issues are receiving top priority
Annual Lifecycle Assessment and Upgrade Planning Roadmap			✓	✓	Understand the current state of your installed software and strategically plan for future software versions

NBD = Next Business Day   * Primary level is only available thru AVEVA Partners

Optional Services for Monitor and Control Software

In addition to the core program elements, an extensive selection of optional services are also available for your Monitor and Control software.

Optional Services	Primary*	Standard	Premium	Elite	Descriptions
Generally Available					
Flexible Funding for Services	✓	✓	✓	✓	Embed funds into your Customer FIRST Agreement for optimisation and consulting services to use at your convenience during your agreement term
Upgrade and Migration Planning	✓	✓	✓	✓	Detailed execution plan to upgrade your AVEVA software and application
Implementation Consultant		✓	✓	✓	Ensure the successful deployment of your software project with a dedicated technical expert to oversee your implementation
Technical Support Consulting Services (Onsite or Remote)		✓	✓	✓	Onsite technical support service to troubleshoot a Service Request (SR) related issue; utilize our experts to maintain your system, keep it running at peak levels, and implement new functionality as required
Custom Training Services		✓	✓	✓	Prepaid training services
Cyber Security Services		✓	✓	✓	Leverage our Cyber Security experts to analyse your cyber security preparedness and operational practices to identify areas that do not meet industry-recognised standards
Customer FIRST for Solutions			✓	✓	Application support and lifecycle maintenance for Advanced Solutions engineered / implemented by AVEVA
Technical Account Management Team			✓	✓	A team of designated, senior-level support experts to resolve technical issues and liaise between you and the AVEVA Development team to ensure that your issues are receiving top priority
Resident Engineer			✓	✓	Augment your technical staff with a skilled AVEVA engineer resident at your plant year-round to help you achieve your operational goals
Product Specific					
Application Gap Analysis/Co-Engineering Services (OASyS)		✓	✓	✓	AVEVA's easy to access sole source engineering program for customers for FEED studies, add on enhancments and technology adoption/evaluation
Sentinel System Monitor (Wonderware)		✓	✓	Incl.	AVEVA Support application that helps you proactively monitor your systems (software, application and computers) and receive notifications of system health issues
Proact Remote Access Verification (OASyS)			✓	✓	AVEVA will periodically test our remote access to your system and validate that logons are functional and working
Prevent (SPARK) (OASyS)			✓	✓	Additional Prevent reviews: Upon request AVEVA will inventory your software assets and complete a review of performance logs
Annual System Health Review with Sentinel System Monitor (Wonderware)			✓	✓	Leverage AVEVA experts to baseline your system and maintain peak performance by utilising Sentinel
AVEVA System Monitoring Services (Wonderware)			✓	✓	AVEVA Support will receive, triage and coordinate resolution of system alerts

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AVEVA Flex Subscription Offering Includes Customer FIRST

Our AVEVA Flex software subscription offering introduces a new era of business agility and flexibility to industrial software, empowering you to adopt our transformative technologies quicker and easier than ever. A range of subscription options give you complete flexibility in the procurement, design, management and utilisation of AVEVA software, helping simplify and accelerate digital transformation. AVEVA Flex includes the Standard level of Customer FIRST, with the option to upgrade to the Premium level.

Simplify Your Business Complexities and Get Maximum Value from Your AVEVA Software

Your business has enough challenges already, with constantly changing needs, market and competitive conditions, operational situations, rapidly changing technologies, and myriad of other concerns. The program is a cost-effective approach to help you manage and mitigate some of these complexities.

With industry-leading software maintenance, support, and success services, it can help you get the maximum value from your investment in AVEVA's software no matter what phase your plant or application lifecycle may be in.

AVEVA

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