

# Customer FIRST Program Guide

Best-in-Class Software Maintenance, Support and Services –  
Getting Maximum Value from Your Wonderware Software



**Customer FIRST**  
for Wonderware

*Wonderware*<sup>®</sup>  
by Schneider Electric

# About Schneider Electric and Wonderware

Schneider Electric is a leading global technology company with over 50,000 software customers. Our software runs in more than 200,000 industrial and manufacturing facilities worldwide. Your investment in Wonderware® is the first step in driving world class processes and enterprise-wide business results. However, the right technology is just one factor of your overall success.

## Customer FIRST for Wonderware

The Customer FIRST for Wonderware program demonstrates our commitment to your success. It offers a rich portfolio of essential software maintenance, award-winning technical support and services to help you protect and extend the value of your investment and keep your operations running smoothly. The Customer FIRST for Wonderware program ensures that you get:

- Continuous software maintenance and innovation through software version upgrades to evolve your Wonderware solution to best address changing business needs
- Access to technical support experts that are adept at resolving issues quickly, capitalizing on years of experience
- Optional services and system management applications to help you manage, optimize and extract the most value your software solution



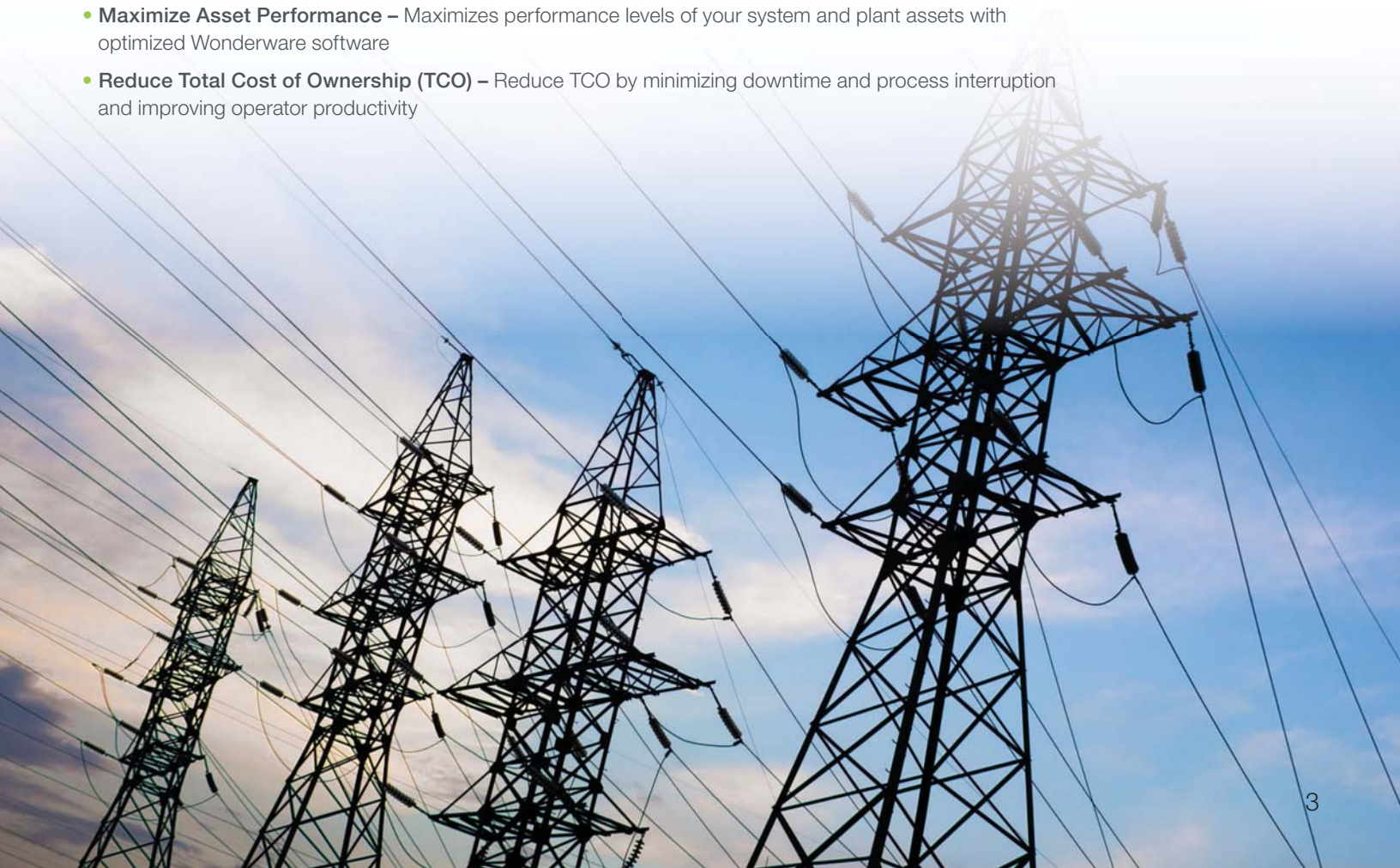
## Why Customer FIRST?

Customer FIRST is the foundation of your service and support relationship with Schneider Electric and your local Wonderware distributor. It provides continuous software maintenance and convenient access to highly skilled resources to remedy any technical issue that you experience as you install, fine-tune, and upgrade your Wonderware software. Additionally, a Customer FIRST agreement provides an assortment of service entitlements designed to maintain and optimize the performance of your Wonderware software through its entire lifecycle.




Customer FIRST offers exceptional customer-focused software maintenance, services and support and is specifically designed to help you:

- **Improve Operational Performance** – Helps accelerate project development and maximize return on investment while minimizing implementation risk
- **Protect Critical Investments** – Provides access to product enhancements and the newest technologies to keep your software and applications current and “state-of-the-art”
- **Maximize Asset Performance** – Maximizes performance levels of your system and plant assets with optimized Wonderware software
- **Reduce Total Cost of Ownership (TCO)** – Reduce TCO by minimizing downtime and process interruption and improving operator productivity



## Customer FIRST for Wonderware Lets You Choose What You Need

With an array of service levels and options, you choose the program level that best suits your specific needs. Whether you are planning a new installation, optimizing and fine-tuning a mature system, or evolving your system with the latest software upgrades to take advantage of rich new capabilities, one of our service levels will ensure you have what you need.

Included Services					
	Primary	Standard	Premium	Elite	
<b>Technical Support And Services</b>					
Business Hours Technical Support (normal local business hours)	◆	◆	◆	◆	Access to expert technical assistance
Global Customer Support Website Access	◆	◆	◆	◆	Search for answers for your questions and log and track cases directly
Customer FIRST Benefits App	◆	◆	◆	◆	A mobile app designed to help utilize and realize value from your support and services agreement
Online Training Webinars	◆	◆	◆	◆	Access to our rich library of eLearning webinars
En route response commitment for Billable Onsite Corrective Assistance	NBD	NBD	24hrs	4hrs	Technical support and subject matter expert at your doorstep on demand, dispatched within hours
Discount on Technical Support Consulting Services		10%	10%	20%	Leverage Wonderware expertise even more for less
Level 2 Direct/Advanced Technical Support			◆	◆	Direct access to Wonderware Global Customer Support resources to resolve complex issues
Emergency 24 Hour Technical Support (24/7/365)			◆	◆	Support available around the clock for emergencies!
Support Usage and Summary Reports			◆	◆	Automatically receive a monthly summary of all your support activity
Contract Management/Performance reviews per year			1	2	A focused meeting with your sales or support partner to review utilization and value derived from your support agreement
<b>Software Maintenance And Utilities</b>					
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 your Wonderware software for optimal capabilities
Discount on Test and Offline Development System Licenses			◆	◆	Save on additional licenses for testing your applications
Software Asset Manager			◆	◆	Systematically track and manage your Wonderware software and licenses, and streamlined software update services
Software License Replacement				◆	Physical replacement of a damaged or lost license(s) at no additional charge
<b>Additional Benefits: Minimum Contract Spend Required</b>					
Included Wonderware Training (Classroom, Recorded or Virtual Instructor-led)			1 Seat*	2 Seats*	Take advantage of our expert training to quickly gain advanced knowledge
Block of Technical Support Consulting Services included			16hrs*	24hrs*	Expert guidance on best practices during initial rollout and on-going phases of your application
Complimentary Invitations to Schneider Electric Customer Events			2*	5*	Enjoy attendance at our annual User Group and Wonderware Premium Support Symposium
Dedicated Customer Portal			◆	◆	Access all your plant's support activity, license and purchase history, private content library, and dedicated forum online!
Technical Account Management Team			◆	◆	A designated, senior level support team ensures that your issues are receiving top priority and get your operations back on track!
Annual Lifecycle Assessment and Upgrade Planning Roadmap			◆	◆	Understand the current state of your software and plan for the future
Planning and Technical Advisement				◆	Counsel and strategic direction for software lifecycle management and multi-site software rollouts
Cyber Security Readiness Workshop				◆	Cyber experts review your security technology and procedures to identify potential security gaps and provide remediation plan

NBD = Next Business Day

\*This is the base quantity provided to customers meeting the minimum spend. Depending on your spend, you may qualify for additional quantities.

## Optional Services

	Primary	Standard	Premium	Elite	
Flexible Funding for Services	◆	◆	◆	◆	Embed funds into your Customer FIRST Agreement for optimization and consulting services to use at your convenience during your agreement term
Upgrade and Migration Planning	◆	◆	◆	◆	Detailed material and execution plan upgrade your Wonderware application to current Wonderware technology
Customer FIRST for Solutions		◆	◆	◆	Application support and lifecycle maintenance for Advanced Solutions engineered / implemented by Schneider Electric
Software Asset Manager		◆	Incl.	Incl.	Systematically track and manage your Wonderware software and licenses, and streamlined software update services
Customer FIRST Cyber Security Maintenance Program		◆	◆	◆	Receive expert technical support based on situational urgency and complexity; also includes quarterly and annual site visits for covered products and applications
Customer FIRST Cyber Security Assessment		◆	◆	◆	Benefit from a comprehensive technical site review of your control network infrastructure to enable informed budgetary and technology decisions
Technical Account Management Team			◆	◆	A designated, senior level support team ensures that your issues are receiving top priority and get your operations back on track!
Resident Engineer			◆	◆	Augment your technical staff with a skilled Schneider Electric engineer resident at your plant year-round to help you achieve your operational goals
Implementation Consultant			◆	◆	Ensure the successful deployment of your software project with a dedicated technical expert to oversee your implementation
Proactive System Monitoring Services			◆	◆	Advanced technology and messaging services to monitor your Wonderware software components, application(s), and overall system health
Application Clone (remote, hosted)			◆	◆	A virtualized replica of your Wonderware application hosted at Schneider Electric for testing, issue replication and advanced troubleshooting
3rd-Party Software Support			◆	◆	Wonderware acts as a single point of contact for specified non-Wonderware software

## For Your Consideration When Selecting Service and Support Resources

With the Customer FIRST for Wonderware program, you choose a program level that best meets your business needs: Elite, Premium, Standard or Primary. You select the level based on your resources, their knowledge levels, and the complexity and criticality of your system. The Customer FIRST for Wonderware program offers you the flexibility to tailor your support and services to the specific needs of your business by layering optional services on top of your core program level. Listed below are some questions to help you determine which level of Customer FIRST for Wonderware best fits your needs:

- How quickly can you identify a system (or software) issue if an unexpected malfunction occurs?
- Do you have in-house experts around the clock to quickly troubleshoot and resolve issues?
- Can you benefit from a single Schneider Electric point of contact for technology-related questions?
- Do you need better coordination for your support-related issues and problem resolution?
- Are maintenance costs difficult to budget?
- Is your team trained for maximum utilization of your Wonderware system?
- How quickly do you require corrective assistance?
- How secure is your system against cyber security threats?
- Do you need a Schneider Electric System Expert to augment your engineering staff?



## A Customer FIRST Agreement for Your Wonderware Software Makes Good Business Sense

Your industrial software expenditure may be substantial, but it is typically only a fraction of your overall investment when you consider everything else that is involved in your project (requirements specification, design and engineering, integration, hardware, training, etc.). A Customer FIRST agreement protects your entire investment by delivering in the following critical areas:



Keep your software applications current and state-of-the-art with software maintenance through the Customer FIRST for Wonderware program. Embrace new standards and innovation technology to enhance your applications and deliver more value to your business.

- **Software Upgrades** – Wonderware software is generally upgraded twice a year to further improve performance and security, embrace new technology, and provide new functionality to meet evolving market demands. Software upgrades give you the power to improve the reliability and capability of your software application and extend new functionality to others in your company. Schneider Electric has an unparalleled history of investing in software development — clients using our software can maintain their engineering investment and seamlessly upgrade from one version to the next. We are very proud of this deliberate R&D practice, as it allows our clients to keep their software current without significant capital and engineering costs.
- **Access to Exceptional Global Technical Support** – Schneider Electric clients have specific business objectives and responsibilities that rarely include troubleshooting industrial software technical issues. The Customer FIRST for Wonderware program provides you with streamlined access to support experts who have years of experience supporting diverse Wonderware installations around the world. They are adept at understanding potential software implementation issues, replicating problems and resolving them quickly. You also get access to extensive online self- help, online product training, dedicated and collaborative web portals, and a vast knowledgebase of technical tips, tools and best practices. With the Customer FIRST program, you can leverage vast Schneider Electric experience and expertise, saving you time and money.
- **Software Utilities** – Schneider Electric is also building Wonderware system utilities and new services to help clients achieve even greater productivity, including:
  - **Wonderware Software Asset Manager (SAM)** – This utility, available free-of-charge to Elite and Premium members and for a fee to Standard members, enables license inventory management and patch management services. It conveniently discovers and reports on installed Wonderware licenses and streamlines the process of patching and upgrading your Wonderware software.
  - **Global Customer Support (GCS) Website** – The GCS Website is a collaborative information repository supporting Wonderware software applications. From the latest news, patches and updates, to compatibility information, demo applications, best practices, blogs and forums, and access to experts, the GCS Website is invaluable.

- **Proactive System Monitoring Utility and Services** – Using state-of-the-art system monitoring technology and standards, Schneider Electric has developed a solution that works in conjunction with Microsoft® System Operations Center (SCOM) to monitor your Wonderware systems (software, applications, related hardware and communications performance). The Wonderware Proactive System Monitoring solution immediately identifies system errors or unfavorable conditions (based on predetermined thresholds) and sends alerts to Wonderware, your central engineering group, or your systems integrator, initiating efforts to correct the issue and keep your Wonderware application running smoothly.

## Maximize Your Investment and Simplify Your Business Complexities

Your business has enough challenges already, with constantly changing needs, market and competitive conditions, operational situations, rapidly changing technologies and myriad other concerns. The Customer FIRST program is a cost-effective approach to help you manage and mitigate some of these business complexities. When you leverage its many valuable aspects — software upgrades, technical support, and software utilities — your membership will provide a significant return. The program is specifically designed to help clients improve operational performance, protect critical investments, maximize asset performance and reduce total cost of ownership — to get maximum value from an investment in Wonderware software.





Assistance where  
and when you need it!



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