



AVEVA

PROGRAM GUIDE

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# 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 analyze 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

Maximize production profitability with planning and operations solutions that optimize supply chains and manufacturing.



## Operate and Optimize

Leverage tools that eliminate inefficiencies to synchronize 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
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## AVEVA's Monitor and Control Solutions

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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:

- AVEVA™ Application Server
- AVEVA™ Edge
- AVEVA™ Industrial Computers
- AVEVA™ InTouch Access Anywhere
- AVEVA™ InTouch HMI, formerly Wonderware
- AVEVA™ Operations Management Interface
- AVEVA™ System Monitor
- AVEVA™ System Platform, formerly Wonderware
- Citect SCADA
- Control Configuration Manager
- Intelligence
- OASyS SCADA





## AVEVA Customer FIRST

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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 optimize 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 throughout the lifecycle stages of your Monitor and Control software application.

# Protect your Monitor and Control Software Investment

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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 our vast Knowledge and Support Center with technical tips, tools, and best practices. Our Customer FIRST Support App brings software resources to you, wherever you are, via mobile devices. You can use it 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.
  - **AVEVA™ 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 AVEVA 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	Description
<b>Technical Support and Services</b>					
Business Hours Technical Support (Normal Local Business Hours)	✓	✓	✓	✓	Access to expert technical assistance
Knowledge and Support Center Website	✓	✓	✓	✓	Access to product information and downloads, technical support articles, security bulletins & case management
Customer FIRST Mobile App	✓	✓	✓	✓	Our app helps you utilize and realize value from your support agreement with proactive notifications from AVEVA & your local support provider
En Route Response Plan for Billable Onsite Corrective Assistance	NBD	NBD	24 hrs	4 hrs	Within the committed time period, our support team will mobilize 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 minimize impacts in emergency situations
Customer FIRST Program Reviews (Per Year)			1	2	A focused meeting with your sales or support partner to review utilization and value derived from your support agreement
Technical Support Priority Response Commitment				✓	Priority handling of your technical support call
<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 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
AVEVA 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
<b>Additional Benefits: Minimum Contract Spend Required</b>					
Included Training seats for your AVEVA software product (Classroom 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 through AVEVA Partners

\*\* Only available at Premium and Elite levels when purchased through AVEVA Partners

# Optional Services and Success Accelerators for your Monitor and Control Software

AVEVA is continually developing and expanding a range of optional services and success accelerators to help you throughout the lifecycle stages of your software application. Below is a summary of offerings available individually or on top of your Customer FIRST agreement.

## Plan & Implement

Engineer best practices and application architecture and improve time to value:

- Go Live Standby (After Hours)
- Go Live Standby (Local Business Hours)
- Implementation Consulting
- Resident Engineer
- Version Upgrade and Migration Assistance

## Operate

Effectively run your software with expert training and drive increased engagement and adoption:

- Custom Training Services
- Go Live Standby (After Hours)
- Go Live Standby (Local Business Hours)
- Resident Engineer

## Maintain

Efficiently maintain your software, including updates, patches, and license management:

- Annual System Health Review
- Annual System Health Review with AVEVA System Monitor
- AVEVA System Monitor (Wonderware)
- Customer FIRST for Solutions
- Flexible Funding for Services
- Go Live Standby (After Hours)
- Go Live Standby (Local Business Hours)
- Hotfix Application and Support
- Hotfix Bundle Application and Support
- Hotfix Planning (OASyS SCADA)
- Industrial Control System (ICS) Incident Response and Containment
- Industrial Control System (ICS) Security and Risk Assessments
- On-Site Corrective Assistance (Critical)
- On-Site Corrective Assistance (Non-Critical)
- Patch and Service Pack (OASyS SCADA)
- Patch Planning (Citect SCADA)

- Software Asset Manager: Install, License & Software Inventory with Training (Wonderware)
- Software Asset Manager: Installation, Software Inventory & Migration Planning
- Technical Account Management Team

## Optimize

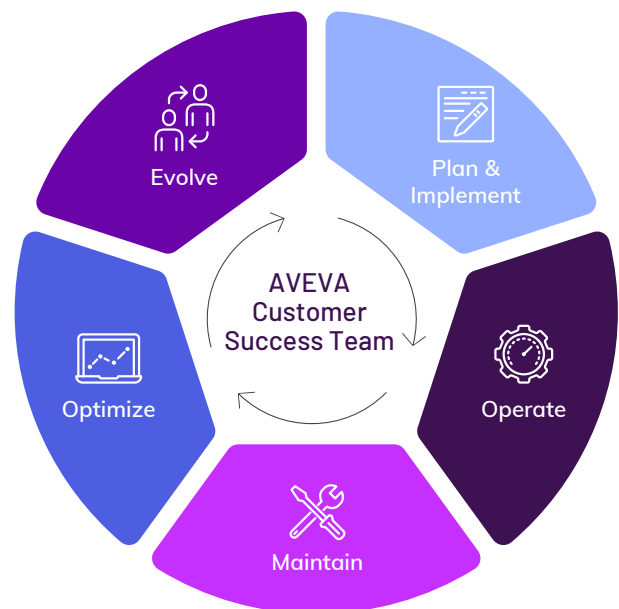
Improve software performance and reliability and drive changes to address new market requirements:

- Annual System Health Review
- Annual System Health Review with AVEVA System Monitor
- AVEVA System Monitor (Wonderware)
- AVEVA System Monitor Installation Service
- Flexible Funding for Services
- Implementation Consulting
- Technical Account Management Team

## Evolve

Drive innovation through the deployment of major version upgrades, adopt new technology, and future-proof your application:

- Flexible Funding for Services
- Implementation Consulting
- Resident Engineer
- Technical Account Management Team
- Version Upgrade and Migration Assistance



For a complete list of our many success accelerators, please visit us online at [sw.aveva.com/support/customer-first/success](https://sw.aveva.com/support/customer-first/success)

## AVEVA Flex Subscription Offering Includes Customer FIRST

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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 utilization 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

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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.

To learn more, please contact your AVEVA representative or visit us online at [aveva.com](https://www.aveva.com)