



AVEVA™

CUSTOMER FIRST FOR AVANTIS PRISM PREDICTIVE ASSET ANALYTICS PROGRAM GUIDE

Best-in-class Software Maintenance,
Support and Services – Leverage
the Full Value of your Software

AVEVA is a global leader in engineering and industrial software driving digital transformation across the entire asset and operational life cycles of capital-intensive industries. Our software delivers proven results to more than 16,000 customers at over 100,000 sites in 130 countries. Your investment in Avantis PRISM Predictive Asset Analytics® software is the first step in empowering your staff to achieve spectacular business results, quickly address opportunities and potential issues with your operations, and simply spend more time taking actions to achieve the greatest return on every asset. However, the right software technology is just one factor of your overall success.

Customer FIRST



The Customer FIRST for Avantis PRISM Predictive Asset Analytics Program is a comprehensive software maintenance and support program that can be pivotal to your success. It offers a rich portfolio of services including award-winning technical support, continuous software maintenance, system management tools and optimization services to help you protect and extract the maximum value from your Avantis PRISM Predictive Asset Analytics software investment. The program ensures that you get:

- Access to technical support experts that are adept at resolving issues quickly, capitalizing on years of industry experience
- Continuous software maintenance and innovation through software version upgrades to ensure the best performance of your Avantis PRISM Predictive Asset Analytics software and to address changing business needs
- System management applications and optional services to help you manage, optimize and harness the full value of your Avantis PRISM Predictive Asset Analytics software

The Customer FIRST service elements for Avantis PRISM Predictive Asset Analytics help you deliver operational excellence and improved profits.

Why Customer FIRST?

A Customer FIRST agreement is the foundation of a formal service and support relationship with AVEVA. 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 Avantis PRISM Predictive Asset Analytics software. Additionally, a Customer FIRST agreement provides an assortment of service entitlements designed to maintain and optimize the performance of your Avantis PRISM Predictive Asset Analytics software through its entire lifecycle.

Customer FIRST for Avantis PRISM Predictive Asset Analytics offers exceptional customer-focused software maintenance, services and support and is specifically designed to help you:

- **Improve Operational Performance** – Helps accelerate PRISM Predictive Asset Analytics deployment and maximize the return on your investment
- **Protect Critical Investments** – Provides access to product enhancements and the newest technologies to keep your Avantis PRISM Predictive Asset Analytics software current and “state-of-the-art”
- **Maximize Asset Performance** – Maximizes performance levels of your Avantis PRISM Predictive Asset Analytics software and application
- **Reduce Total Cost of Ownership** – Reduce TCO by minimizing downtime and system interruption, all the while improving user productivity





Select the Support Level and Optional Services You Need

Whether you are planning a new Avantis PRISM Predictive Asset Analytics installation, optimizing and fine-tuning a mature system, or evolving your system with the latest software upgrades, the Customer FIRST program coupled with optional services can be leveraged to ensure your success.

Included Services	Premium	Elite	
Technical Support And Services			Description
Business Hours Technical Support (8am to 5pm Central Standard Time)	X	X	Access to expert technical assistance for the PRISM Predictive Asset Analytics solution
Global Customer Support Website Access	X	X	Search for answers for your questions and log and track cases directly
Customer FIRST Benefits App	X	X	A mobile app designed to help utilize and realize value from your support and services agreement
En route response commitment for Billable Onsite Corrective Assistance	NBD	24 hrs	Technical support and subject matter expert at your doorstep on demand, dispatched within hours
Application Support		X	Technical support for your configured solution
Software Maintenance And Utilities			
Software maintenance releases, service packs, patches, updates and hotfixes	X	X	Stay current with the latest updates and fixes
Software Version Upgrades and Revisions	X	X	Run the latest versions of your Avantis software for optimal capabilities
Discount on Test and Offline Development System Licenses		X	Save on additional licenses for testing your applications
Additional Benefits: Minimum Contract Spend Required			
Included PRISM Predictive Asset Analytics Training (Classroom, Recorded or Virtual Instructor-led)		1 Seat*	Take advantage of our expert training to quickly gain advanced knowledge
Block of Technical Support Consulting Services included		24 hrs*	Expert guidance on best practices during initial rollout and on-going phases of your application
Complimentary Invitations to AVEVA Customer Events		2	Enjoy attendance at our annual User Group
Dedicated Customer Portal		X	Access all your plant's support activity, license and purchase history, private content library, and dedicated forum online!
Technical Account Management Team		X	A designated, senior level support team ensures that your issues are receiving top priority and gets your operations back on track!
Annual Lifecycle Assessment and Upgrade Planning Roadmap		X	Understand the current state of your software and plan for the future
Planning and Technical Advisement		X	Counsel and strategic direction for software lifecycle management and multi-site software rollouts



	Premium	Elite	
Optional Services			
Flexible Funding for Services	X	X	Embed funds into your Customer FIRST Agreement for optimization and consulting services to use at your convenience during your agreement term
Product Training (AVEVA Office)	X	X	Take advantage of our expert training to quickly gain advanced knowledge. Training is hosted at our corporate office in Chicago
Product Training (Customer Site)	X	X	Take advantage of our expert training to quickly gain advanced knowledge. Training is hosted at your local site
Upgrade and Migration Planning	X	X	Detailed material and execution plan to upgrade your Avantis application to current Avantis technology
Customer FIRST for Solutions	X	X	Lifecycle maintenance (sustaining maintenance and solutions enhancements) for Advanced Solutions engineered / implemented by Avantis
Resident Engineer	X	X	Augment your technical staff with a skilled Avantis engineer resident at your plant year-round to help you achieve your operational goals
Implementation Consultant	X	X	Ensure the successful deployment of your software project with a dedicated technical expert to oversee your implementation
Analytical Monitoring Services	X	X	Remote monitoring and diagnostics, including model development and issue reporting
Model Development Services	X	X	Work with our experts to develop a customized modeling solution for your equipment, quickly bring your monitoring system online or expand existing coverage
Technical Account Management Team		X	A designated, senior level support team ensures that your issues are receiving top priority and gets your operations back on track!

For Your Consideration When Selecting Service and Support Resources

The Customer FIRST for Avantis PRISM Predictive Asset Analytics 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 the core program level. Listed below are some questions to help you determine which level best fits your needs:

- How quickly can you identify a system (or software) issue if an unexpected error occurs?
- Do you have in-house experts on staff to quickly troubleshoot and resolve issues?
- Can you benefit from a single AVEVA point of contact for technology-related questions and to help ensure on-time commissioning and configuration of the system?
- Do you need better coordination for your support-related issues and problem resolution?
- Are software upgrade costs difficult to budget?
- Is your team trained for maximum utilization of your Avantis PRISM Predictive Asset Analytics system?
- How quickly do you require corrective assistance?
- How secure is your system against cyber security threats?
- Do you need an AVEVA System Expert to augment your engineering staff?



A Customer FIRST Agreement for Your Avantis PRISM Predictive Asset Analytics Software Makes Good Business Sense

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

Access to Exceptional Global Technical Support – AVEVA clients have specific business objectives and responsibilities that rarely include troubleshooting industrial software technical issues. The program provides you with streamlined access to support experts who have years of experience supporting PRISM Predictive Asset Analytics installations around the world. They are adept at understanding potential software implementation issues, replicating problems and resolving them quickly. With the Customer FIRST

program, you can leverage vast AVEVA experience and expertise, saving you time and money.

Software Upgrades – Avantis PRISM Predictive Asset Analytics 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.

Global Customer Support (GCS) Website– The GCS Website is an online case management system and collaborative information repository supporting Avantis PRISM Predictive Asset Analytics software applications. From the latest news, patches and updates, to compatibility information, demo applications, best practices, blogs and forums, the GCS Website is invaluable. You also get access to extensive online self-help, dedicated and collaborative webportals, and a vast knowledgebase of technical tips, tools and best practices.



System Management and Optimization Services – Our optional services help you achieve even greater productivity, including:

- **Analytical Monitoring Services** – Remote monitoring and diagnostics, including model development and issue reporting
- **Model Development Services** – Our analytics team and subject matter experts work closely with your team to develop a customized modeling solution for your equipment and help you quickly bring your monitoring system online or expand your existing coverage

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 a myriad of 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 optimization services – 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 your investment in Avantis PRISM Predictive Asset Analytics software.



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