



RESIDENT CONSULTANT

Support & Services

Summary

A dedicated, on-site Resident Consultant provides a wide range of administrative and operational improvement services to help you achieve optimum performance from your AVEVA Avantis solutions. The Resident Consultant is available as an optional service to Premium and Elite members of the AVEVA Customer FIRST Program.

Business Value

The Resident Consultant serves as a trusted advisor and ensures that your AVEVA solutions are maintained and working at optimum levels. With a Resident Consultant, you are able to:

- Augment resources with AVEVA-specific expertise
- Reduce response time to issue resolution
- Increase return on your investment
- Improve productivity and personnel skills
- Reduce costs associated with recruiting, hiring and training

Customer FIRST



A Dedicated Resource for Avantis Customers

The Resident Consultant is a component of the AVEVA Customer FIRST Support and Services Program and is ideal for organizations seeking dedicated, on-site expertise, access and commitment to help manage and maximize the performance of their Avantis products and solutions. A Resident Consultant is available to Premium and Elite Customer FIRST members, as an optional service, allowing them to benefit from the provided combination of administration support and operational improvement services.

The Resident Consultant is a valuable resource and is available to work on day-to-day operation, administration, maintenance and support of your AVEVA Avantis software assets. Having a trusted advisor working with you, the one who has inside information and priority access to AVEVA resources, will ensure your systems are protected and perform at peak levels – now and in future.

Benefits

- **Maximize Accountability** – Effectively augment your operational resources with AVEVA-specific expertise and a focused point of contact for your support relationship with AVEVA.
- **Accelerated Issue Resolution** – Let the Resident Consultant coordinate with resources across multiple AVEVA and Partner support organizations for faster resolution of your issues, and also lobby for inclusion of your feature requests in AVEVA product and solution updates.
- **Increase Return On Investment** – Drive attainment of your business goals by leveraging proven best practices and broad industry experience; a Resident Consultant can help you maximize the return on your AVEVA system throughout its lifecycle.
- **Improve Productivity** – Ensure effective administration of AVEVA software and benefit from one-on-one training to improve operations and maintenance personnel skills.
- **Reduced Costs** – Limit costs associated with recruiting, hiring and training.



A Relationship That Works

The Resident Consultant's mission is to address your unique needs and objectives, provide technical and strategic direction, and to act as your support advocate within AVEVA. Each Consultant possesses a strong background in their respective area of expertise, along with strong management, problem-solving and communication skills. The responsibilities and services conducted by the Resident Consultant can be tailored to your business requirements.

When initiating the account relationship, your Consultant will review and become familiar with the AVEVA applications and solutions used at your site(s) and gain an understanding of your personnel roles, concerns and priorities. They will work in partnership with your team to develop the scope of activities to be performed.

Here is a sample of some of the typical services performed by a Resident Consultant:

Regular Operations / Application Engineering

- Provide start-up and upgrade assistance
- Review and implement system administration actions such as: add new data, manage users, mass data changes and updates, customize cabinets/desktops
- Provide product expertise, in-depth system use and design knowledge
- Participate in "Design Review" steps in any client process

- Coordinate with Operations or Process Engineers to define the requirements for application changes
- Help reach consensus on documented changes, then implement, test and provide formal documentation on the changes; consult with customer and arrange all necessary technical assistance in particularly complex adaptations or where new methods are required
- Serve as liaison between customer and AVEVA if any problems arise

Support & Maintenance

- Help identify issues with the AVEVA solution and provide first line support
- Collaborate with AVEVA Support and other experts to successfully resolve issues
- Provide upgrade consultation, planning and implementation support
- Review overall solution health
- Review available patches and maintenance releases and advise if and when they should be installed
- Conduct tests for implementation of patches and upgrades

For More Information

For more information about how your organization can benefit from a Resident Consultant, contact your local AVEVA representative.

AVEVA Worldwide Offices | www.aveva.com/offices

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