



AVEVA™

CUSTOMER FIRST FOR OIL AND GAS MIDSTREAM SOFTWARE

Industry-Leading Software Maintenance, Mission-Critical Support and Services – Getting Maximum Value from Your Oil and Gas Midstream Software (including OASyS and SimSuite)

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 our Oil and Gas Midstream software 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**



Customer FIRST for Oil and Gas Midstream Software (including OASyS and SimSuite)

The Customer FIRST for Oil and Gas Midstream Software 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 mission-critical operations running smoothly. The program ensures that you get:

- Continuous software maintenance and innovation through software version updates and possibly upgrades to evolve your software 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 to help you manage, optimize and extract the most value from your software solution

Why Customer FIRST?

Customer FIRST is the foundation of your 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, operate, maintain and upgrade your software.

Additionally, a Customer FIRST agreement provides an assortment of service entitlements designed to maintain and optimize the performance of your 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** – Uses reports and analysis tools to improve your ability to increase the efficiency of your operations
- **Protect Critical Investments** – Provides access to product enhancements and the newest technologies to keep your software and applications current and secure
- **Maximize Asset Performance** – Maximizes performance levels of your system and assets with properly tuned software
- **Reduce Total Cost of Ownership (TCO)** – Reduce TCO by minimizing downtime and process interruption and improving operator productivity





Customer FIRST Lets You Choose What You Need

With an array of service levels and options, you can choose the program level – Standard, Premium or Elite – 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 have what you need.

OASyS

Included Services	Standard	Premium	Elite	
Technical Support And Services				
Business Hours Technical Support (8:00-5:00 MT)	X	X	X	Access to expert technical assistance
Global Customer Support Website Access	X	X	X	Access to product information and downloads, technical support articles, security bulletins & case management
En Route Response Commitment for Billable Onsite Corrective Assistance	NBD	24 hrs	24 hrs	Commitment to provide a travel plan for a technical support and/or subject matter expert within the designated timeframe
Emergency 24-Hour Technical Support (24/7/365)	X	X	X	Support available around the clock for emergencies!
Support Usage and Summary Reports		X	X	Receive a monthly summary of all your support activity
Technical Support Priority Response Commitment		X	X	Priority routing of your technical support call, priority case processing and prioritization of enhancement requests
Customer FIRST Program Reviews (Per Year)		1	1	A focused meeting with your sales or support partner to review utilization and value derived from your support agreement
Prevent (SPARK)		2	4	Upon request AVEVA will inventory your software assets and complete a review of performance logs
Discount on Technical Support Consulting Services**		5%	10%	Leverage AVEVA expertise even more ... for less
Priority Access to Senior Solution Architect			X	Assignment of resource for services delivery is prioritized for Elite customers
Services Engagement Fee Discount			X	AVEVA will waive the administration fee for intermittent service engagements (under 80 hours) managed by our Services team
Proact Remote Access Verification			X	AVEVA will periodically test our remote access to your system and validate that logons are functional and working
Current Version Software Maintenance And Utilities				
Software Maintenance Releases, Service Packs, Patches, Updates and Hotfixes	X	X	X	Stay current with the latest updates and fixes
Software Version Upgrades and Revisions	X	X	X	Run the latest versions of your Oil and Gas Midstream software and access the latest functional enhancements
Software License Key Replacement			X	Regeneration of damaged or lost license key(s) at no additional charge



OASyS (continued)

Additional Benefits: Minimum Contract Spend Required	Standard	Premium	Elite	
Included Oil and Gas Midstream Software Training (Classroom 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)	16 hrs*	24 hrs*		Expert guidance on best practices during initial rollout and on-going phases of your application
Complimentary Invitations to AVEVA Customer Events	1*	2*		Enjoy attendance at our annual User Group
Dedicated Customer Portal	X	X		Access all your plant's support activity, license and purchase history, and a private content library to centralize your support communications
Technical Account Management Team	X	X		A designated, senior level support team ensures that your issues are receiving top priority!
Annual Lifecycle Assessment and Upgrade Planning Roadmap	X	X		Understand the current state of your installed software and plan for the future
Services Engagement Fee Discount	X	Incl.		AVEVA will waive the administration fee for intermittent service engagements (under 80 hours) managed by our Services team
Optional Services				
Flexible Funding for Services	X	X	X	Embed funds into your Customer FIRST Agreement for optimization and consulting services to use at your convenience during your agreement term
Application Gap Analysis/Co-Engineering Services	X	X	X	AVEVA's easy to access sole source engineering program for customers for FEED studies, add on enhancements and technology adoption/evaluation
Custom Application Support	X	X	X	Application support and lifecycle maintenance for Advanced Solutions engineered/implemented by AVEVA
Technical Account Management Team		X	X	A designated, senior level support team ensures that your issues are receiving top priority!
Resident Engineer/Consultant		X	X	Augment your technical staff with a skilled AVEVA engineer resident at your facility 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
Prevent (SPARK)		X	X	Additional Prevent reviews: Upon request AVEVA will inventory your software assets and complete a review of performance logs

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.

**Applicable to standard rates only



SimSuite

Included Services	Standard	Premium	Elite	
Technical Support And Services				
Business Hours Technical Support (8:30-5:00 ET)	X	X	X	Access to expert technical assistance
Global Customer Support Website Access	X	X	X	Access to product information and downloads, technical support articles, security bulletins & case management
En Route Response Commitment for Billable Onsite Corrective Assistance	NBD	24 hrs	24 hrs	Commitment to provide a travel plan for a technical support and/or subject matter expert within the designated timeframe
Support Usage and Summary Reports		X	X	Receive a monthly summary of all your support activity
Technical Support Priority Response Commitment		X	X	Priority routing of your technical support call, priority case processing and prioritization of enhancement requests
Customer FIRST Program Reviews (Per Year)		1	1	A focused meeting with your sales or support partner to review utilization and value derived from your support agreement
Discount on Technical Support Consulting Services **		5%	10%	Leverage AVEVA expertise even more ... for less
Priority Access to Senior Solution Architect			X	Assignment of resource for services delivery is prioritized for Elite customers
Services Engagement Fee Discount			X	AVEVA will waive the administration fee for intermittent service engagements (under 80 hours) managed by our Services team
Current Version Software Maintenance And Utilities				
Software Maintenance Releases, Service Packs, Patches, Updates and Hotfixes	X	X	X	Stay current with the latest updates and fixes
Software Version Upgrades and Revisions	X	X	X	Run the latest versions of your Oil and Gas Midstream software and access the latest functional enhancements
Software License Key Replacement			X	Regeneration of damaged or lost license key(s) at no additional charge
Additional Benefits: Minimum Contract Spend Required				
Block of Technical Support Consulting Services (Included)		16 hrs*	24 hrs*	Expert guidance on best practices during initial rollout and on-going phases of your application
Complimentary Invitations to AVEVA Customer Events		1*	2*	Enjoy attendance at our annual User Group
Dedicated Customer Portal		X	X	Access all your support activity, license and purchase history, and a private content library to centralize your support communications
Technical Account Management Team		X	X	A designated, senior level support team ensures that your issues are receiving top priority!
Annual Lifecycle Assessment and Upgrade Planning Roadmap		X	X	Understand the current state of your installed software and plan for the future
Services Engagement Fee Discount		X	Incl.	AVEVA will waive the administration fee for intermittent service engagements (under 80 hours) managed by our Services team



SimSuite (continued)

Optional Services	Standard	Premium	Elite	
Flexible Funding for Services	X	X	X	Embed funds into your Customer FIRST Agreement for optimization and consulting services to use at your convenience during your agreement term
Emergency 24-Hour Technical Support (24/7/365)	X	X	X	Support available around the clock for emergencies!
Application Gap Analysis/Co-Engineering Services	X	X	X	AVEVA's easy to access sole source engineering program for customers for FEED studies, add on enhancements and technology adoption/evaluation
Custom Application Support	X	X	X	Application support and lifecycle maintenance for Advanced Solutions engineered / implemented by AVEVA
Technical Account Management Team		X	X	A designated, senior level support team ensures that your issues are receiving top priority!
Resident Engineer/Consultant		X	X	Augment your technical staff with a skilled AVEVA engineer resident at your facility to help you achieve your operational goals

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.

**Applicable to standard rates only





For Your Consideration When Selecting Service and Support Resources

With Customer FIRST for Oil and Gas Midstream Software, you choose a program level that best meets your business needs: Elite, Premium or Standard. You select the level based on your resources, their knowledge levels, and the complexity and criticality of your system. The 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 Customer FIRST level 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 AVEVA 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 AVEVA system?
- How quickly do you require corrective assistance?
- How secure is your system against cyber security threats?
- Do you need a AVEVA system expert onsite to augment your engineering staff?

A Customer FIRST Agreement 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:

- **Software Updates & Upgrades** – Our Oil and Gas Midstream software is updated and upgraded regularly to further improve performance and security, embrace new technology, and provide new functionality to meet evolving market demands. These improvements increase the reliability and capability of your software and allow you to extend new functionality to others in your company. AVEVA has an unparalleled history of investing in industrial software development – clients using our software can maintain their engineering investment and 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** – AVEVA clients have specific business objectives and responsibilities that rarely include troubleshooting industrial software technical issues. The Customer FIRST for Oil and Gas Midstream Software program provides you with streamlined access to support experts who have years of experience supporting installations around the world. They are adept at understanding potential software implementation issues, replicating problems and resolving them quickly.
- **Global Customer Support (GCS) Website** – The GCS website is a collaborative information repository supporting our software applications. You can access 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 all the AVEVA experience and expertise, saving you time and money. 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.

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 software upgrades and technical support your membership will provide a significant return. The program is specifically designed to help you improve operational performance, protect critical investments, maximize asset performance, and reduce total cost of ownership – to get maximum value from an investment in our software.



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