

Customer FIRST Program Guide for SimSci – Process Design Software

Best-in-Class Software Maintenance, Support and Services –
Realize Maximum Value from your SimSci Process Design Software



Customer FIRST
for SimSci Process Design

SimSci[™]
by Schneider Electric

About Schneider Electric and SimSci Process Design Software

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 SimSci® Process Design software is the first step in driving process excellence, achieving spectacular enterprise-wide business results, and stay ahead of your competition. However, the right technology is just one factor of your overall success.

Customer FIRST for SimSci Process Design Software

The Customer FIRST Program for SimSci Process Design Software is a refined software maintenance and support program pivotal to your success. It offers a rich portfolio of services including award-winning technical support, continuous software maintenance, and optimization services to help you protect and extend the value of your SimSci software investment and keep your operations running smoothly. The Customer FIRST Program for SimSci Process Design software ensures that you get:

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

The Customer FIRST service elements enable you to make the most of your SimSci software to the greatest extent possible to achieve greater profitability and operational excellence in your organization.



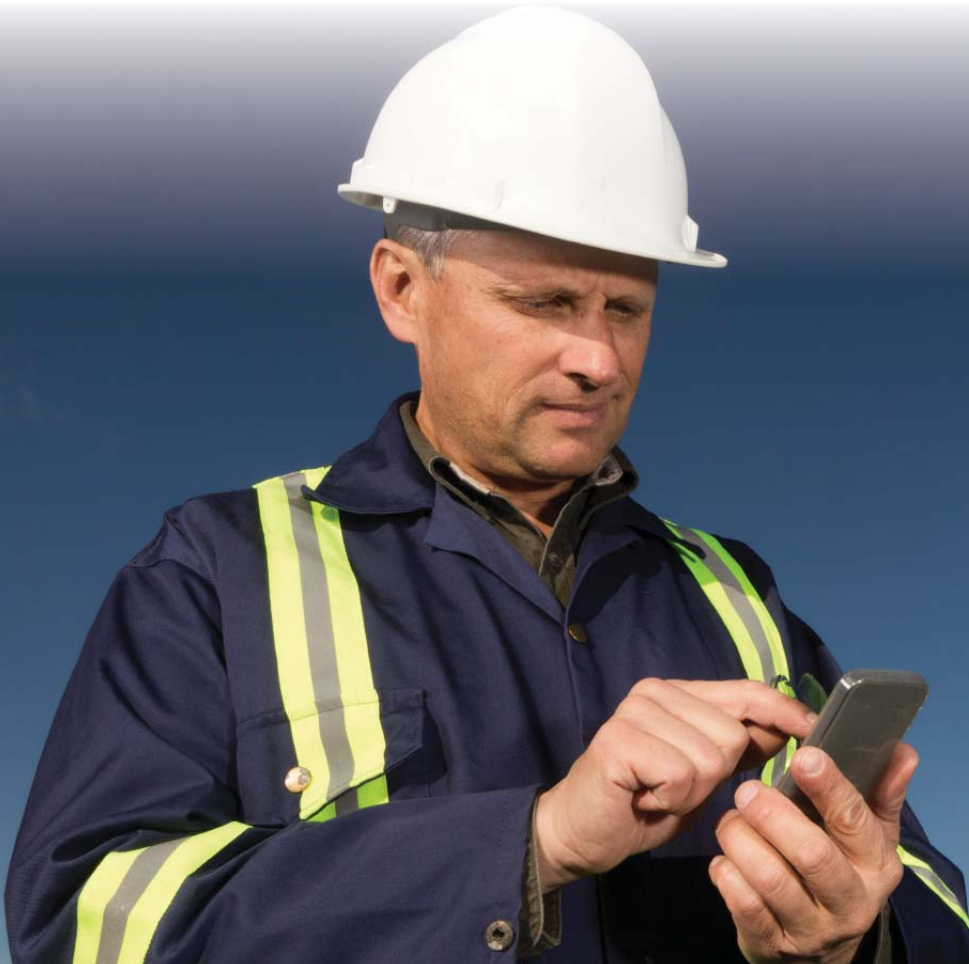
Why Customer FIRST?

A Customer FIRST Agreement for SimSci Process Design software is the foundation of a formal service and support relationship with Schneider Electric. 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 SimSci software. Additionally, a Customer FIRST agreement provides an assortment of service entitlements intended to maintain and optimize the performance of your SimSci software through its entire lifecycle.



Customer FIRST for SimSci Process Design software offers exceptional customer-focused software maintenance, services and support and is specifically Process Designed to help you:

- **Improve Operational Performance** – Helps accelerate process design model development and maximizes return on investment while minimizing implementation risk
- **Protect Critical Investments** – Provides access to product enhancements and the newest technologies to keep your SimSci software current and “state-of-the-art”
- **Maximize Performance** – Enables your engineers to perform at optimal levels while using SimSci Process Design software in your organization
- **Reduce Total Cost of Ownership (TCO)** – Helps reduce TCO by minimizing downtime and process interruption and improving user productivity



Customer FIRST for SimSci Process Design Software - Select the Optional Services You Need

With a choice of service levels and options, you can now 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 improving your process design with the latest SimSci Process Design software upgrades our service levels coupled with optional services can be leveraged to ensure your success.

Included Services	Standard	Premium	Elite	
Technical Support And Services				Description
Business Hours Technical Support (8am to 5pm Central Standard Time)	◆	◆	◆	Access to technical experts to resolve issues quickly
Global Customer Support Website Access	◆	◆	◆	Search for answers to your questions and log and track cases online
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	NBO	24hrs	4hrs	Technical support and subject matter expert at your doorstep on demand, dispatched within hours
Discount on Technical Support Consulting Services		10%	20%	Leverage SimSci expertise even more ... for less
24 Hour Technical Support (24/7/365)		◆	◆	Support available around the clock for immediate needs
Support Usage and Summary Reports		◆	◆	Automatically receive a monthly summary of all your support activity
Contract Management/Performance reviews per year		1	2	Personal review with your sales or support partner to review support utilization and value to you
Priority Case Management			◆	Priority access to technical support
Software Maintenance And Utilities				
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 software for optimal capabilities
Token Usage Report	◆	◆	◆	Systematically track and manage your software and licenses
Software License Replacement (USB replacement)	◆	◆	◆	Physical replacement of a damaged or lost license(s) or replacement for server change

Additional Benefits: Minimum Contract Spend Required				
Included Training		2 days on site	4 days on site	Take advantage of our expert training to quickly gain advanced knowledge
Block of Technical Support Consulting Services included		16hrs*	24hrs*	Expert simulation guidance
Complimentary Invitations to Schneider Electric Customer Events		2*	5*	Enjoy attendance at our annual User Group
Dedicated Customer Portal		◆	◆	Access all your support activity, private content library, and dedicated forum online!
Technical Account Management Team		◆	◆	Expert, designated technical support resource and backup specifically assigned to you
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
Optional Services				
Flexible Funding for Services	◆	◆	◆	Embed funds into your agreement for simulation training or consulting services to use at your convenience
Upgrade and Migration Planning	◆	◆	◆	Detailed material and execution plan to upgrade your application to current SimSci technology
Customer FIRST for Solutions	◆	◆	◆	Application support and maintenance for your SimSci solution
Technical Account Management Team		◆	◆	Expert, designated technical support resource and backup specifically assigned to you
Resident Engineer		◆	◆	Augment your technical staff with a skilled Schneider Electric engineer resident at your site
Engineering Consultancy		◆	◆	Modeling and project work to help you get the most out of your implementation
Enhancement and Roadmap Priority		◆	◆	You need a new feature and you need it sooner than listed in the roadmap. Prioritize enhancement development so you can stay ahead.

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.

For Your Consideration When Selecting Service and Support Resources

The Customer FIRST Program for SimSci Process Design software 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 of Customer FIRST for SimSci Process Design best fits your needs:

- How quickly can you identify a design issue if an unexpected malfunction occurs?
- Do you have in-house experts on staff to quickly troubleshoot and resolve issues?



Enable plant resources to contribute additional value to your company by focusing on their day-to-day job instead of troubleshooting issues that Customer FIRST can help address. Our services are designed to optimize your SimSci solutions.

- Can you benefit from a single Schneider Electric point of contact for technology-related questions?
- Do you need expert to help ensure on-time commissioning of the solution?
- 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 SimSci Process Design software?
- How quickly do you require corrective assistance?
- Do you need a Schneider Electric System Expert to augment your engineering staff?

A Customer FIRST Agreement for Your SimSci Process Design 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 such as project requirements specification, process design and engineering, integration, hardware, and training. A Customer FIRST agreement protects your entire investment by delivering value in the following areas:

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 Program for SimSci Process Design provides you with streamlined access to support experts who have years of experience supporting diverse SimSci 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 Schneider Electric experience and expertise, saving you time and money.



Software Upgrades – SimSci Process Design software is generally upgraded once a year to further improve performance, 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 SimSci 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.

Global Customer Support (GCS) Website – The GCS Website is an online case management system and collaborative information repository supporting SimSci 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, online product training, dedicated and collaborative web portals, and a vast knowledgebase of technical tips, tools and best practices.

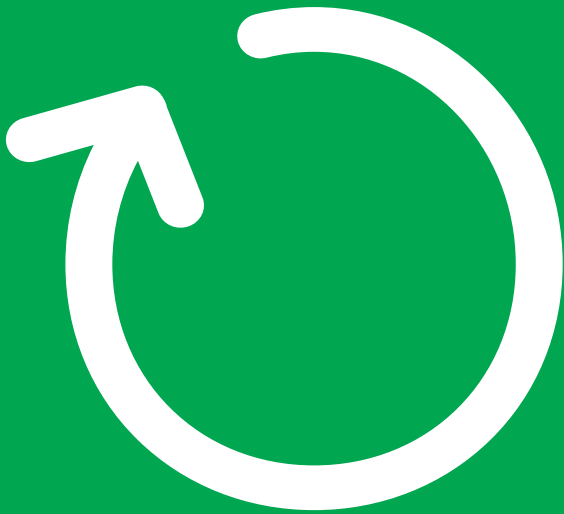
Optimization Services – Our optional services for SimSci Software helps clients achieve even greater productivity, including:

- **Engineering Consultancy** – Modeling support and expert project work to get the most value from your SimSci Process Design software
- **Resident Engineer** – Providing a wide range of operational improvement services to help you achieve your strategic goals and remain competitive
- **Priority Access to Enhancements and Roadmap** – Prioritized access to enhancement development so you can stay ahead

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 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 an investment in SimSci software.





Assistance where
and when you need it!

SimSci[™]

by **Schneider** Electric

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