



AVEVA™

IMPLEMENTATION CONSULTANT

Support & Services

The Customer FIRST Implementation Consultant is an optional service of the Customer FIRST Support and Services program. This service is ideal for large enterprises and global organizations seeking specific technical expertise that ensures smooth and successful commissioning of new projects and maintenance of existing ones. Our Implementation Consultant ensures that best practices have been engineered into the solution for long term reliability and stability, reducing the cost of ongoing maintenance.

Customer FIRST



Summary

Customer FIRST Elite and Premium members can benefit from a committed Implementation Consultant serving as a cross-functional, trusted advisor and technical expert working with your System Integrator or central engineering team to ensure successful deployment of your new Wonderware®, Avantis® or SimSci® software or upgrade projects.

Business Value

- Ensures successful project completion by overseeing technology, deployment strategy, integration and infrastructure dependencies
- Fosters close working relationships with your System Integrator or deployment team and AVEVA Global Customer Support
- Reduced risk of post-implementation issues with best practices "designed-in" to your solution

Overview

AVEVA customers enrolled in the Customer FIRST program can benefit from the combination of operational improvement, engineering services and technical support expertise provided by the Implementation Consultant. The Implementation Consultant works alongside your System Integrator and engineering teams on day-to-day project management, optimizing the application of technology, steering project deployment strategy and resolving issues.

Program Benefits

- **Increase Return on Investment** – Attain your business goals with in-depth expertise on proven best practices and broad industry experience
- **Mitigate Risk** – Work with an expert who understands your operations environment and has insight into your infrastructure and business needs

- **Maximize Accountability** – Augment your engineering resources with AVEVA-specific expertise, providing a focused point of contact for your project deployment teams and facilitating your support relationship with AVEVA
- **Accelerated Issue Resolution** – Coordinate resources across multiple AVEVA and partner support organizations to help facilitate faster resolution of implementation or product related issues



Role And Responsibilities

The role of the Implementation Consultant is to address your unique project requirements and objectives, providing technical and strategic direction, and acting as your advocate within AVEVA and with your chosen System Integrator. Typical services performed by an Implementation Consultant include the following:

- Driving adoption of best practices and mitigating risk for post-implementation support issues
- Facilitating cross-functional communications during project development, implementation and post-implementation hands-off phases
- Providing expert assistance during start-up or upgrade planning, and post-implementation support discussions
- Coordinating with Operations or Process Engineers to define requirements for application changes
- Providing in-depth system and design knowledge
- Reviewing and implementing system administration actions
- Participating in "Design Reviews" for any customer process
- Providing milestone or time-based reports detailing, for example, kick-off meeting inputs, project definition inputs and project developments



For more information

Contact your local Sales or Service Representative for further details on how a Customer FIRST Implementation Consultant can benefit your business today.

AVEVA Worldwide Offices | www.aveva.com/offices

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