



AVEVA™

CUSTOMER FIRST ON-SITE RESIDENT ENGINEER

Support & Services

The Resident Engineer is a component of the Customer FIRST Support and Services program and is ideal for large enterprises or global organizations seeking specific expertise, access, and commitment to help maximize the performance of your AVEVA products and solutions.

Customers enrolled in the Customer FIRST program can benefit from the combination of technical support and operation improvement engineering services provided by the Resident Engineer.

Customer FIRST



Business Value

The Resident Engineer serves as a trusted advisor for all your AVEVA solutions and ensures that the systems are protected and perform at optimum levels.

- Augment your staff with skilled engineering resources
- Reduce response time to malfunctions, minimizing downtime and process interruption
- Protect operational investments
- Avoid high cost of training and maintaining non-core knowledge of your staff
- Improve working relationships through closer communications with AVEVA

Overview

The Resident Engineer is a valuable resource available to work on day-to-day engineering implementation, maintenance and support of your AVEVA software assets. Having a trusted advisor with priority access to AVEVA resources ensures that your systems are protected and perform at peak levels — now and in the future.

Resident Engineer Benefits

- **Maximize Accountability** – Your Resident Engineer effectively augments your engineering resources with AVEVA software-specific expertise, providing a focused point of contact for your support relationship with AVEVA.
- **Accelerated Issue Resolution** – The Resident Engineer coordinates with resources across multiple AVEVA and Partner support organizations to help facilitate faster resolution of your issues and lobby for inclusion of your feature request in AVEVA products or solutions updates.
- **Increase Return On Investment (ROI)** – Drive attainment of your business goals by leveraging proven best practices and broad industry experience. The Resident Engineer helps you maximize ROI of your AVEVA software system throughout its lifecycle.
- **Mitigate Risk** – Working with an expert who understands your operations environment and has insight into your infrastructure and business needs helps ensure that your solution is correctly deployed and maintained to minimize disruptions and maximize availability and performance.





- **Increase Productivity** – The Resident Engineer provides one-to-one training on new software functionality to improve operations and maintenance personnel skills. They can also supplement operations and maintenance staff during peak workloads and help keep your team up to date with the latest technology.
- **Reduced Costs** – The Resident Engineer helps reduce employment costs for clients, eliminating recruiting, hiring, and training costs. In addition, the risk of system failure also decreases with an on-site engineer available all the time.

Role and Responsibilities

The role of a Resident Engineer is to address your unique needs and objectives, providing technical and strategic direction, and acting as your support advocate within AVEVA. Each Engineer possesses a strong background in their respective area of technical expertise, along with strong communication and management skills. The Resident Engineer combines problem-solving skills with proactive management skills relating to technical support and operational improvement issues.

How the Resident Engineer Relationship Works

When initiating the account relationship, your engineer will review and become familiar with the AVEVA software systems 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 performed. Here is a sample of some of the typical services performed by a Resident Engineer:

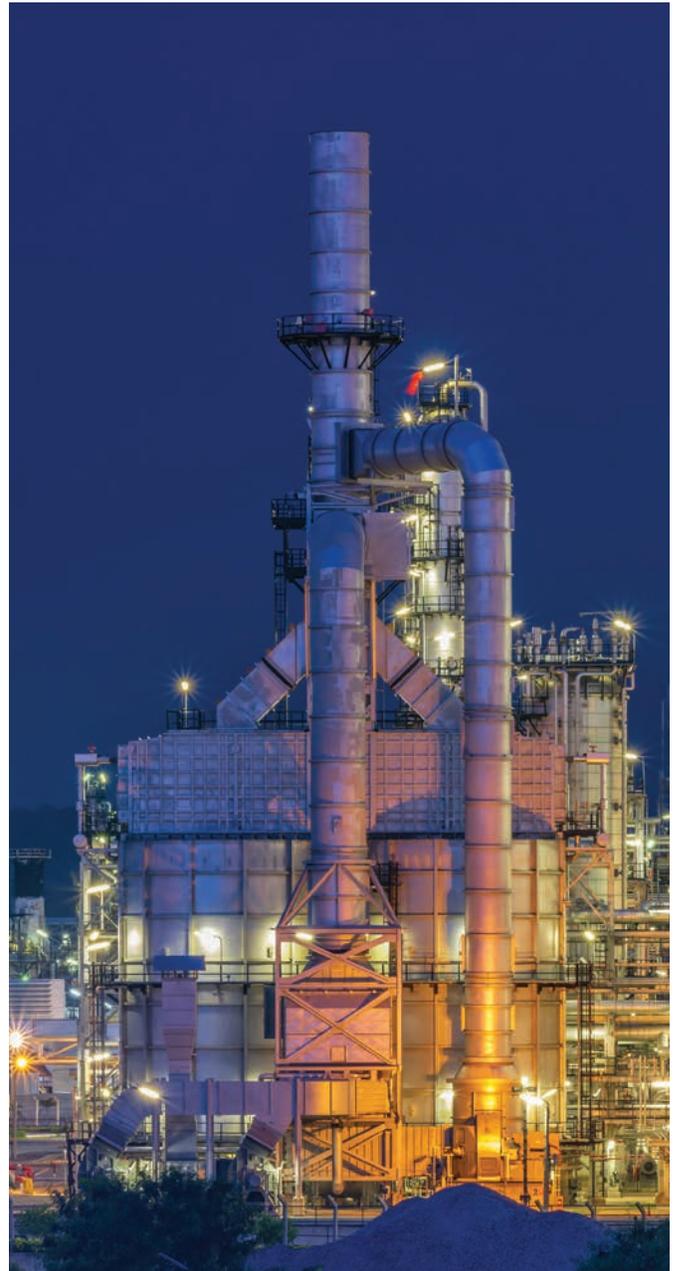
Operations / Application Engineering / Engineering Enhancements

- Provides assistance during start-up and upgrade conversations.
- Reviews and implements system administration actions.
- Provides engineering, in depth system and design knowledge.
- Participates in "Design review" steps in any client process.
- Coordinates with Operations or Process Engineers to define the requirements for application changes.
- Helps reach consensus on the documented changes, then implements, tests, commissions, and provides formal documentation on the changes. Consults with customer and arranges for all necessary technical assistance in particularly complex adaptations or where new methods are required.
- Serves as liaison between customer and AVEVA if any problems arise.



Technical Support and Maintenance

- Provides first line technical support for 'system' issues and calls upon AVEVA resources to resolve problems and also manages the problem solution.
- Provides second level support to customer maintenance personnel.
- Contributes technical expertise, handles corrective and preventive maintenance tasks, initiates action leading to problem resolution; consolidates and maintains current technical and commercial information and assists customer maintenance personnel to develop maintenance procedures.
- Provides upgrade consultation, planning, and implementation support. Organizes and supports activities including assembly, installation, testing and documentation of hardware and applications.
- Ensures smooth product and system start up; performs complex product and application tests.
- Reviews overall product and system health.
- Reviews quick fixes and maintenance releases to determine if and when they should be installed.



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