CUSTOMER FIRST FOR SOLUTIONS

Support & Services

Customer FIRST for Solutions is a set of services that provide lifecycle support for Advanced Solutions built on AVEVA software products and engineered/implemented by the AVEVA solution development and integration team.

Customer FIRST

Overview

These services address the unique technical support and application maintenance requirements through the lifecycle of a customized solution. They provide for a seamless hand-off between the solution development and integration team to the technical support organization, and consolidate support of both the software product and the engineered solution into one, single point of contact. As a result, production performance is enhanced by minimizing unexpected disruptions, and engineering investment is protected by extending the life of business-critical custom applications.

Services for Customized Solutions

A complete software solution often needs to go beyond simple product configuration to meet specific customer business requirements. It may require incorporating unique rules and processes, developing custom user interfaces, reports and analytics, and integrating with legacy systems or other applications. AVEVA provides customization flexibility to meet a wide range of requirements across industry segments and business processes. While underlying product support and software maintenance is provided by the Customer FIRST program, support for the customized solution elements goes beyond the traditional product support program.

As an optional service to the Customer FIRST program, AVEVA has developed a comprehensive set of services – Customer FIRST for Solutions – to address the unique technical support and application maintenance requirements through the

lifecycle of a customized solution. By combining Customer FIRST for Solutions with Customer FIRST product support services, clients have access to both Technical Support Engineers focused on product performance and configuration support, as well as our highly specialized solution support team with expertise in the entire engineered solution. The combined product and solution support approach provides a comprehensive suite of services to fully support a customized AVEVA solution through standardized processes, application lifecycle maintenance and via a single point of contact.

Particular AVEVA clients who will benefit from these services include those who have:

- Business-critical applications involving solutions built or configured to specific requirements using an AVEVA product or platform as the base technology

- Solutions containing custom code developed by or under the AVEVA solution development and integration team

- Solutions with a high degree of custom configuration and integration for your industry or business

- A need to augment in-house IT support team capabilities to ensure a more proactive approach to solution maintenance

Component Services and Client Benefits

Customer FIRST for Solutions services and associated benefits are presented below. A summary table showing availability per product/solution is presented on the next page.

Support Transition Services – Solution Support Engineers (SSEs) engage in the pre-production project delivery phases to gain an in-depth knowledge and understanding of the solution and integration points. This process helps to transition expertise and ultimately ensures continuity of support for your engineered solution long after the implementation team completes the project.

Application Support – Each application is unique and may include custom-developed features and functionality that ultimately address the business requirements. Our knowledgeable solution support team is readily available should a client experience an issue with the application. They focus on the application-specific aspects of the solution, providing efficient resolution, ensuring data availability and improving plant performance.

Integration Support – Integration of front office business systems with manufacturing applications and between business tiers is often required, and sharing data between systems is frequently accomplished via custom-developed interfaces that become critical to the overall operation. The solution support team takes ownership of the integration and will fully support and quickly respond to any issue that disrupts the data flow between business systems, thus minimizing any impact on the production environment.

Sustaining Maintenance – To meet a client's unique requirements and extend product capabilities, solution development will typically include custom code and configurations. The solution support team provides the engineering services required to protect your engineering investment by ensuring that the custom code and configurations developed by AVEVA are supported over your application lifecycle, providing any code investigation and fixes as required.

Solution Knowledge Management – AVEVA understands the investment clients make in documenting their solutions and the value this documentation provides, especially over the lifecycle of a custom application. AVEVA will provide a centralized vault for code maintenance and document management. All changes to the solution will be reflected in the code and documentation with formal versioning and an audit trail which makes maintaining your application highly efficient. (Note: The vault cannot be provided for AVEVA eDNA, AVEVA EBS or Avantis PRiSM Predictive Asset Analytics.)

Offline Application Clone Services – AVEVA will maintain an "in-house" test application—a virtual instance of your production system—to facilitate and streamline delivery of engineering services and for offline troubleshooting, unit testing, upgrade assessment and training. This results in expedited issue resolution and greater confidence in the installation of software fixes as they have been tested on your application. (Note: These services are not available for AVEVA eDNA, AVEVA EBS or Avantis PRiSM Predictive Asset Analytics.)

Upgrade Assessment and Services – Over time, a solution's underlying products will mature and eventually require an upgrade. Other factors such as hardware, operating system or database version obsolescence/upgrades may also necessitate a need to upgrade AVEVA software to remain compatible. Solution Support Engineers can perform upgrade assessments to evaluate compatibility of the overall solution. Customer FIRST for Solutions may also include services for altering the customized part of the application to ensure the overall solution continues to function as designed after upgrading the underlying product.

Solution Consulting Services – Applications and their supporting infrastructure will change as your business grows, as technology advances, and as new ideas, concepts and processes develop. These services help IT manage changes related to (customized solutions') system architecture, application design, fixes, enhancements, upgrades, and drive consistent application performance over time.

Enhancements Services – As business needs and IT infrastructure change, a software application may need to be updated and additional functionality developed. These services provide limited enhancements and changes to the custom code and also a team of engineers who can develop the required additional functionality and extend an application's value. (Note: Enhancements and new functionality/features may require a separate Statement of Work and purchase order.)

Services	AVEVA Products & Solutions							
	MES	AVEVA EBS	AVEVA eDNA	AVEVA IntelaTrac Mobile Operator Rounds	AVEVA Workflow	SimSci OTS	Avantis PRiSM Predictive Asset Analytics	Avantis.PRO Enterprise Asset Management, .DSS & Condition Mgr
Support Transition Services	X	X	X	X			X	X
Application Support	X	X	X	X	X	X	X	X
Integration Support	X	X	X	X	X		X	X
Sustaining Maintenance	X	X	X	X	X	X	X	X
Solution Knowledge Management	X	X	X	X	X	X	X	X
Offline Application Clone Services	X			X		X		X
Upgrade Assessment	X	X	X	X	X	X	X	X
Upgrade Services*		X	X			X	X	
Solution Consulting Services	X	X	X	X	X		X	X
Enhancement Services*	X	X	X	X	X	X	X	X
Training Services*		X	X				X	X
Post Acceptance Tuning Services*		X				X		

* Will require scope definition and offering may be limited by effort required

A **Manufacturing Execution System (MES) is** mission critical to the core operations of a plant. The design of an MES solution will typically contain a mix of off-the-shelf product functionality, customdeveloped product extensions and business system integrations to meet specific customer requirements. The breadth of services provided under Customer FIRST for Solutions, when combined with our product support offering, creates a single point of contact for complete MES solution lifecycle support and maintenance.

When implementing an **AVEVA® IntelaTrac Mobile Operator Rounds** solution, interfaces, integrations and reporting extensions are often required to get optimal value from the overall solution. Customer FIRST for Solutions provides a common support and maintenance umbrella for all IntelaTrac Mobile Operator Rounds Mobility applications purchased from AVEVA regardless of whether these applications are custom built to a customer's specific set of requirements or based on standard templates. In addition, if any component of your IntelaTrac Mobile Operator Rounds solution is upgraded, Customer FIRST for Solutions will provide services to make sure these extensions continue to work as designed.

AVEVA Workflow is a sophisticated Business Process Management (BPM) application that enables companies to model, execute, analyze and improve business processes inside and outside of their organization. To support and maintain resulting customized workflows, customers will require services provided through Customer FIRST for Solutions. In addition to providing application support, maintenance also includes making minor edits to workflow over time as process rules are adjusted to reflect everchanging business requirements.

The **Avantis.PRO Enterprise Asset Management,**

Avantis.DSS and Avantis Condition Management solution is highly configurable and adapts easily to changing business processes. When deploying Avantis the objective is to enable best business practices and collaborate with other related areas in the plant to drive maximum return from all assets—people, processes and equipment. This often requires integrations and extensions to other complimentary products and processes. Customer FIRST for Solutions, along with product support, provides a common support methodology as part of the total offering ensuring there is continuous alignment and ease of customer interaction with AVEVA.

A **SimSci™ Operator Training Simulator (OTS)** is a vital tool in improving and sustaining operations skills of plant personnel, and improving capture of knowledge. In addition, OTS can be a platform for testing plant control systems and process modifications prior to implementation in the real plant. Therefore, it is important to keep the OTS system current throughout a plant's lifecycle, as various plant systems are updated and upgraded. A typical OTS consists of integration of several highly specialized systems, software applications, hardware components, links to control systems and customized training; each configured and tuned to match the specifications of the real plant. The services offered under Customer FIRST for Solutions, in combination with product support, provide a comprehensive set of services to support complete OTS system.

AVEVA eDNA real-time enterprise data historian collects, archives, displays, analyzes and reports on operational, smart device and asset health-related information. Advanced user applications provide secure real-time visibility of this information to make the data accessible throughout the organization for more informed and timely decisions. The design of an AVEVA eDNA solution will typically contain a mix of off-the-shelf product functionality, custom-developed product extensions and business system integrations to meet specific customer requirements. The breadth of services provided under Customer FIRST for Solutions, when combined with our product support offering, creates a single point of contact for complete AVEVA data historian solution lifecycle support and maintenance.

Avantis PRiSM Predictive Asset Analytics software integrates with existing sensor data and is used to continuously monitor the health and performance of critical assets. The software uses advanced pattern recognition and diagnostic techniques to identify small deviations in operating behavior that are often the early warning signs of equipment problems. Customer FIRST for Solutions, along with product support, ensures that when PRiSM Predictive Asset Analytics is used engineers have the ability to spend less time looking for potential issues and more time taking actions to achieve the greatest return on every asset.

Your investment in **AVEVA EBS®** software is the first step in empowering your staff to effectively manage utility billing and deliver accurate utility cost allocation. However, the right software technology is just one factor of your overall success. Customer FIRST for Solutions, in combination with product support, provides a comprehensive set of services to help you extract the maximum value and performance from your AVEVA EBS investment.

Ensure Production Performance and Protect Your Engineering Investment

The Customer FIRST Services and Support Program offers a wide range of award-winning technical support, and not only for standard products. Customer FIRST for Solutions is an array of optional services that provide lifecycle support for advanced, customized solutions built on AVEVA software products and engineered/implemented by the AVEVA solution development and integration team. These services bring you AVEVA's technical support expertise, enable a seamless support transition from project implementation to production and application lifecycle support, and provide significant associated benefits.

For more information about Customer FIRST for Solutions, visit: aveva.com/support customer-first or speak with your AVEVA sales representative.

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