

Customer FIRST Dedicated Customer Portal

Support & Services

The Customer FIRST Dedicated Customer Portal is a valuable online collaboration and activity reporting tool available exclusively for customers enrolled in either the Premium or Elite levels of the Customer FIRST Program, and meet a minimum annual contract spend threshold. It is designed to facilitate your relationship with the Schneider Electric Global Customer Support team and enable you to leverage your internal and distributed technical staff.



Customer FIRST

Schneider
Electric™

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BUSINESS VALUE

The Dedicated Customer Portal provides a repository and convenient access to your company's technical guidelines, best practices and global support activity for your Schneider Electric software and applications. Each portal is customized per customer, content and access is administered by our customers. The Customer Portal improves global collaboration and helps to institutionalize best practices and company standards.

Overview

Multinational and global customers that have standardized on Schneider Electric software often want to share experience and best practices among peers – to leverage the effort and wisdom of their extended teams and ultimately perform at a higher level. To enable this kind of global collaboration, Schneider Electric offers a secure, permissions-based, Dedicated Customer Portal exclusively to Premium and Elite Customer FIRST members. It is ideal for large organizations that require a single view of their support history and software license inventory with Schneider Electric and that want to share best practices and standards documents with others inside their organization, or outside (e.g., a trusted systems integrator), that use Schneider Electric software.

As your Customer FIRST program membership is the foundation of your service and support relationship with Schneider Electric, the Portal is the window that aggregates all of your customer support activity. By doing so, you have clear visibility of all relevant support activity and critical documentation, for all your plants around the world, in one convenient application.

Functionality and Benefits

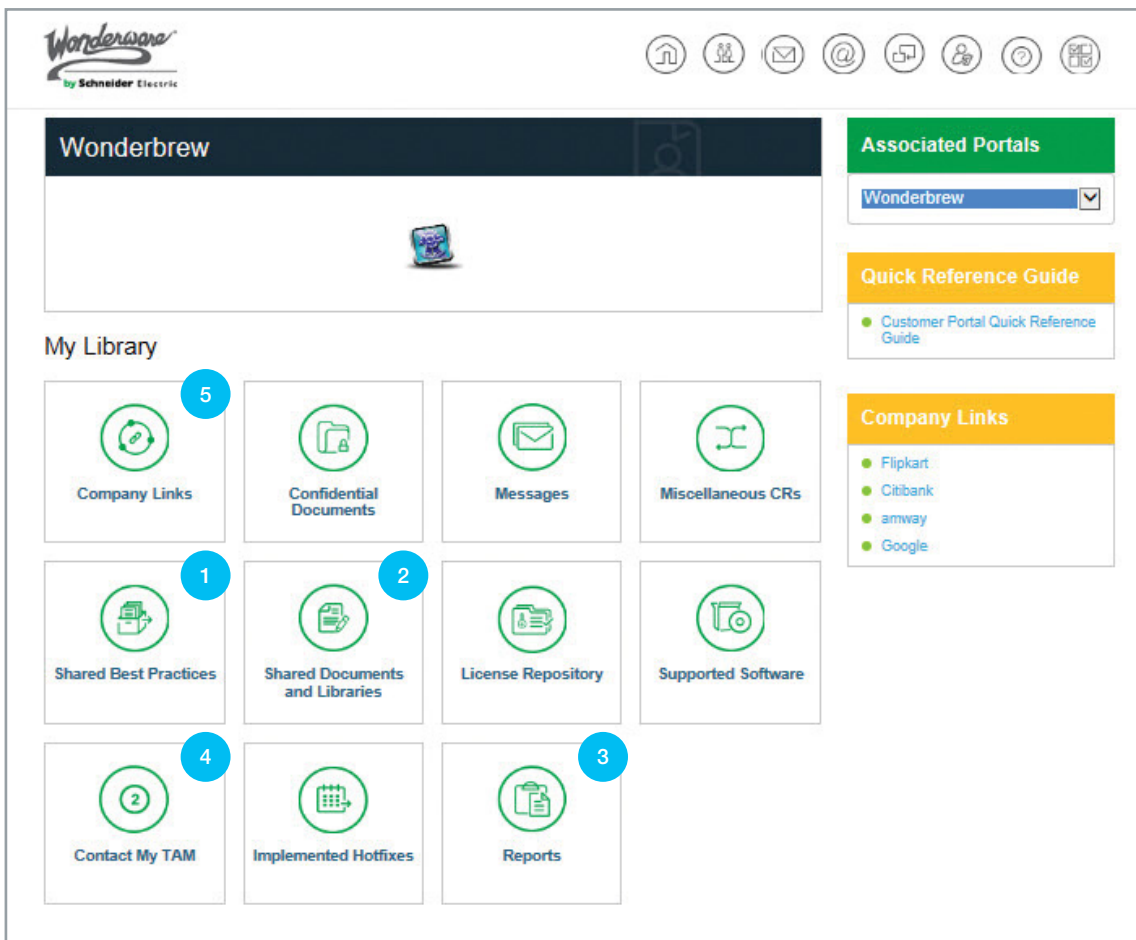
A Dedicated Customer Portal is hosted on Schneider Electric Technical Support websites and provides access to a variety of productivity tools:

- **Communication Central & Collaboration Tools** – Leverage the combined knowledge and expertise of your internal organization as well as any external resources you allow, including Schneider Electric, to work efficiently and assure adherence to corporate technology standards and best practices. In Communication Central users can upload and share documents or files, share calendar items among key teams, participate in a private forum, and more. They can even elect to automatically receive email/RSS notifications when content is added or updated.
- **Case Management Tools** – Create, manage and view all your Schneider Electric Technical Support cases using a single web interface. Create a new Service Request using a simple online form. View cases logged with Schneider Electric Level 2 Technical Support on behalf of your own site and for all your global locations via the Global Support views. Utilize the Support History reports to monitor your recent case activity, including case resolution information. KPI reports are also available to help you quickly understand recent case activity and Schneider Electric's resolution performance.
- **Software License Inventory Tools** – Access important license inventory reports to understand where and how Schneider Electric software licenses are being utilized. License reports detail your license purchase history, so you can assess asset location across all global installations.
- **Customer FIRST Agreement Views and User Management Tools** – Ensure that your assets are protected by a Customer FIRST agreement by viewing support contract status, expiration dates and entitlements for all global locations. Designate power-users in your organization as Portal Administrators who can then control access of all users, including your valued systems integrator or other key partners that need to be “in the know.”

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Find Out More

An increasing number of strategic Schneider Electric customers with global manufacturing facilities are finding a Dedicated Customer Portal extremely valuable. For more information about how a Portal can benefit your organization, contact your local Schneider Electric representative.



➤ Figure 1. Portal example

1. Upload corporate standards, tutorials, and other information you want to share with your global portal users
2. Store example scripts, data objects, spectacular HMI screens, and more for use in your Schneider Electric applications
3. Access convenient reports such as support activity, by location, by product, or other criteria
4. Conveniently contact your Technical Account Manager with a single click
5. Notify other portal users of hot fixes that have successfully resolved technical issues

Schneider Electric Software

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