

AVEVA™ Customer FIRST for Partners user guide

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1. AVEVA Customer FIRST for Partners program

AVEVA understands that its success is a consequence of its partners' success. Therefore, we have prioritized providing AVEVA partners with a program that includes responsive and knowledgeable technical support, access to training discounts and resources.

The AVEVA Customer FIRST for Partners program is a technical support program designed for all AVEVA integration and service and solutions provider partners to build your practice and provide support for your AVEVA software development package(s), and, in some cases, to aid you in supporting your customers. AVEVA Customer FIRST for Partners is provided automatically as part of your AVEVA Partner Ecosystem agreement.

AVEVA Customer FIRST for Partners is integral to the AVEVA Partner Ecosystem and is the foundation of your service and support relationship with AVEVA. It provides a portfolio of services, including expert technical support and success-based services to help you deliver solutions smoothly and provide ongoing support after implementation.

AVEVA Customer FIRST for Partners enables you to support customers by empowering you to deliver exceptional service and technical expertise to your customers.

Designed to complement your team's capabilities, each support tier ensures you have the right level of assistance to address complex issues, streamline maintenance, and respond swiftly to critical needs—enabling you to exceed customer expectations and strengthen trust in your solutions.

The benefits align with the AVEVA™ Customer FIRST Program for End Users, helping you to support your customers when it matters the most:

Standard

Base level technical support and comprehensive software maintenance, keeping your solutions performing reliably.

Premium

Extended support hours, designed for partners serving customers with 24/7 operational demands—so you're supported when it matters most.

Elite

Priority access to support at the highest level, enabling you to deliver rapid, dependable assistance for your customers' mission-critical operations.

Technical support is provided to AVEVA partners according to their respective development package(s) subscriptions. End users interested in technical support must contact AVEVA or an AVEVA reseller to purchase their own AVEVA Customer FIRST support plans.



1.1. Program overview

The AVEVA Customer FIRST for Partners program is a portfolio with three distinct program levels –Standard, Premium and Elite . Your program level may depend on your partner type, your business needs, and the certification status of your organization.

Included services	Standard	Premium	Elite
Technical support and services			
Business Hours Technical Support (Normal Local Business Hours)	✓	✓	✓
Knowledge and Support Center Website	✓	✓	✓
Level 2 Direct/Advanced Technical Support	✓	✓	✓
Discount on Technical Support Consulting Services		10%	20%
Emergency 24-Hour Technical Support (24/7/365)		✓	✓
Support Escalation Prioritization			✓
Training			
Access to eLearning	✓	✓	✓
Discount on Training: AVEVA Instructor-led Public training, Virtual Instructor-led, and eLearning+Plus courses	25%	50%	75%
Discount on Instructor-led Private training		10%	20%
Included Training for Your AVEVA Software Product (Instructor-led public training or Virtual Instructor-led)			2
*Only available at Premium or Elite when engaged via a Distributor			

2. Eligibility

The AVEVA Customer FIRST for Partners program is a support program included with your AVEVA Partner Ecosystem agreement. Your partner type and certification level determines which AVEVA Customer FIRST for Partners tier your organization receives. Please refer to the AVEVA Partner Ecosystem documentation for information about each of these role types and guidance, if you wish to upgrade.

Member	Certified	Endorsed
Standard	Premium	Elite

3. Included services

AVEVA is focused on helping you by empowering you to be more agile, more efficient, more effective and more competitive, with outstanding, innovative open systems.

The AVEVA Customer FIRST for Partners program delivers essential support and services to help you achieve maximum system performance and reliability. Whether you are implementing new installations, running stable operations for your customers, keeping your customers' systems up to date with the latest updates, or involved in a major upgrade to existing installations, the AVEVA Customer FIRST for Partners program provides a comprehensive and continuously evolving portfolio of valuable services that helps you mitigate risk and ensure continued success.

3.1. Technical support and services

3.1.1. Business hours technical support (normal local business hours)

Included in the following support levels: Standard, Premium, Elite

AVEVA provides expert technical assistance during normal business hours via regional support centers and locally based service engineers. Each request is processed through a well-defined multi-level response model that assures a skilled and timely response appropriate to the urgency and complexity of the reported situation. Reported situations are assessed according to the impact on the customer's production, safety or environment.

3.1.2. Knowledge and support center website

Included in the following support levels: Standard, Premium, Elite

Reliable information is the key to effective product and system usage. AVEVA makes available its extensive knowledge base of technical user documentation, issue solutions, product trends and software updates through our knowledge and support center website. Access to the website also allows you to leverage the knowledge of your peers using our community forums.

The AVEVA website provides you with on-demand product downloads, as well as case management. Logon to the website anytime to submit and review your requests for technical support.

Our knowledge and support center website address is: softwaresupport.aveva.com.

For access to the AVEVA support portal for AVEVA™ PI System™ products visit our website at my.osisoft.com.

3.1.3. Level 2 support access for certified partner professionals

Included in the following support levels: Standard*, Premium, Elite

The AVEVA Customer FIRST program provides you with direct access to experienced technical resources within the AVEVA technical support team. You have the flexibility of engaging your local AVEVA distributor (if you are engaged with one) or with AVEVA technical support Level 2 directly for any technical issue you encounter.

Notes:

- *This entitlement is only included at Premium and Elite levels when initiating your AVEVA Customer FIRST for Partners agreement through an AVEVA distributor.
- Embedded solution partners who are certified and qualify for Premium or Elite level AVEVA Customer FIRST for Partners, may contact AVEVA for runtime support enquiries.

Other partners may contact technical support on a customer's behalf as a third-party contractor per [section 5.12](#).



3.1.4. Discount on technical support consulting services

Included in the following support levels: **Standard, Premium, Elite**

AVEVA consulting services enable you to leverage skilled AVEVA resources that can help you manage complex migrations, optimize the performance of existing assets, conduct routine performance assessments and assist you with new product deployment. AVEVA Customer FIRST for Partners program provides you with access to discounts on consulting services delivered by the experts within our technical support team.

Whether you are planning a new project and need help architecting a solution or want recommendations to optimize the performance of your existing application for a single-site project or a global, enterprise-wide engagement, we will help you make arrangements with qualified resources within AVEVA.

As always, AVEVA consulting services combine best-in-class software technologies with in-depth process, plant and IT expertise.

- Elite – 20% discount
- Premium – 10% discount

Notes:

- This discount provided under the Customer FIRST for Partners program is applied to standard services pricing and cannot be combined with any other discount, including corporate/volume pricing discounts applicable to consulting services.
- This discount can be applied to Success Accelerators.

3.1.5. Emergency 24-Hour technical support (24/7/365)

Included in the following support levels: Premium, Elite

AVEVA provides emergency technical support outside of normal business hours for situations that involve the loss of significant software operational functions during the implementation at a customer site, using your development software.

Notes:

- AVEVA provides after-hours support only in English language.
- Access to after-hours support is provided for “P1 – Critical” issues as defined in the case priority levels table.

3.1.6. Support escalation prioritization

Included in the following support levels: Elite

Your technical support cases will receive prioritized handling by our technical support team. Your Elite level enrollment ensures that you will have expedited access to our technical support engineers when opening your cases, leading to expedited resolution times.

3.2. Training

3.2.1. Access to eLearning

Included in the following support levels: Standard, Premium, Elite

The journey to performance can be efficient and effective when using well-designed training programs. AVEVA Learning Services provides all the components to effectively bridge the gap between where you are today in terms of technical performance and where you want your personnel to be in the future. Your access to AVEVA eLearning includes a wide range of self-guided content, including videos, recorded presentations, job aids, PDFs, downloadable files, webinars, interactive eLearning, and knowledge checks.

Notes:

- Qualified eLearning courses are tagged a “eLearning” and will include the “this course is free to enroll” message under the Enroll button on the course page.
- eLearning +Plus content on the AVEVA Learning Academy is not included.
- Availability of eLearning modules varies depending upon AVEVA product. Additional introductory content for AVEVA PI System can also be found at our AVEVA PI System Learning channel on YouTube.

Visit the AVEVA Learning Academy to learn more about our training options: learningacademy.aveva.com



3.2.2. Discount on training (AVEVA instructor-led public training, virtual instructor-led, and eLearning +Plus)

Available for the following support levels: Standard, Premium, Elite

Get the training solution you need with a comprehensive, world-class training course that matches the power and excellence of your AVEVA software. You can apply your training benefit to our catalog of instructor-led training classes (virtual or in an AVEVA facility classroom). You can also choose from our eLearning +Plus catalog which includes advanced and structured learning assets with defined and broader learning objectives and outcomes.

These assets may include one or more of the complex eLearning simulations, lab exercises, training workbooks, virtual lab environments, hands-on lab exercises, and self-guided coursework.

Qualified Customer FIRST for Partners members will receive:

- Standard – 25%
- Premium – 50%
- Elite – 75%

3.2.3. Discount on instructor-led private training

Available for the following support levels: Premium, Elite

Choose to receive the same benefits as traditional classroom training exclusively for your team. Private training can be delivered either on-site at your location, at an AVEVA office, or virtually. This enables operational effectiveness and coaching to meet a group's specific needs.

Qualified Customer FIRST for Partners members will receive:

- Premium – 10%
- Elite – 20%



3.2.4. Included training for your AVEVA software product (instructor-led public training, virtual instructor-led and eLearning +Plus)

Available for the following support levels: Elite

Elite-level partners will receive two training seats at no charge per 12-month period. You can redeem your training voucher to any of our catalog of instructor-led training classes (virtual or in an AVEVA facility classroom). You can also choose from our eLearning +Plus catalog which includes advanced and structured learning assets with defined and broader learning objectives and outcomes.

These assets may include one or more of the complex eLearning simulations, lab exercises, training workbooks, virtual lab environments, hands-on lab exercises, and self-guided coursework.

Notes:

- Seats can be used for any standard classes listed in the AVEVA training catalog and cannot be used for custom training delivered onsite at your facility.
- This entitlement covers the tuition fee for the training course only and does not include travel and living expenses such as hotel, transportation, meals, etc. related to classroom attendance at one of our training facilities. Additional fees might apply for virtual environments.
- Unused seats cannot be rolled forward into the next 12-month term or agreement coverage period.

If you are qualified for training seats you will be issued a voucher code which can be redeemed during the registration process. Talk to your account manager to access your code or email avevatraining@aveva.com.

For more information about AVEVA training visit the AVEVA Learning Academy: learningacademy.aveva.com.

4. Optional services

4.1. Success services

AVEVA offers a variety of optional services – including Success Accelerators – that can provide best practice guidance and foster a more rapid integration with your solutions. The cost of these optional services varies based on the scope and complexity involved and will be quoted separately from your Customer FIRST for Partners program enrollment.

4.1.1. Success Accelerators

Optional for the following support levels: Standard*, Premium, Elite

AVEVA has an extensive and growing collection of optional Success Accelerators, delivered by our technical support experts. Success Accelerators are targeted, short-term services crafted to deliver specific and tangible outcomes. They provide access to advanced AVEVA product expertise to address both technical and operational challenges across all lifecycle stages of an AVEVA software implementation.

Find more information regarding available Success Accelerators on our website: aveva.com/en/support-and-success.

5. AVEVA technical support

AVEVA ensures that the utmost care is taken at every step of the development, manufacturing and on-going support cycles that, in turn, affect our relationships with our customers. Stringent procedural methodologies are employed in the daily operations of our technical support centers.

Support activities are measured against targeted service levels to help ensure we provide a high-quality support experience for our customers. Periodic internal and external audits ensure that organizational processes stay on track. External surveys help us understand our customers' perceptions of their support experience.

When you contact any AVEVA technical support center or a third-party AVEVA certified support provider, subject matter experts (SMEs) are quickly engaged in answering your questions in order to help you troubleshoot, diagnose and resolve the issue at hand. Your request for support enters a globally-shared case management system that ensures every query and issue is resolved effectively, efficiently and in a timeframe appropriate to the urgency of the reported situation.

AVEVA customers are supported by a unified global organization that is best in class. Our specialized product resources have the flexibility to leverage other resources within our global organization to ensure that our products and services are running at optimal levels, helping you succeed in the long term.

5.1. AVEVA support model

AVEVA sells its software through an extensive global network of direct AVEVA sales experts and certified support provider (CSP) distributor facilities. CSPs are third-party distributor facilities certified by AVEVA.

How you access technical support resources will depend upon who you purchase your software and support through and your program level enrollment:

Sales Channel	Program Level	Support Provider
AVEVA-direct salesperson	Standard, Premium, Elite	AVEVA technical support
AVEVA-authorized distributor	Standard	Distributor CSP*
AVEVA-authorized distributor	Premium, Elite	Distributor CSP or AVEVA technical support

*If the CSP is unable to resolve the problem, the CSP will escalate your issue to one of the AVEVA technical support (Level 2) centers on your behalf. AVEVA will then work with the distributor to arrive at an appropriate solution.

Multi-Level Response Model (Escalation model):

Case movement is as follows:

1st Level: Certified support provider (CSP) or AVEVA technical support

2nd Level: AVEVA technical support manager

3rd Level: AVEVA development

5.2. Contacting technical support

To obtain the current contact information for your local AVEVA technical support center or an AVEVA certified support provider please visit our website: aveva.com/en/support-and-success/support-contact.

5.2.1. Accessing cloud support

Any issues related to CONNECT, user accounts or user connectivity to AVEVA Cloud should be reported to the AVEVA Global 24x7 Cloud Support team via email: cloud.support@aveva.com.

5.2.1.1. Service status

AVEVA maintains a real-time status dashboard, where you can get updates on the status and system health of our cloud offers via status.connect.aveva.com.

We use this dashboard to publish notifications for scheduled maintenance updates to our solutions, and if there are any interruptions to service, we will provide an initial status along with regular updates until we return service to normal. You can also subscribe to relevant alerts to be notified of postings as they are made.

5.2.2. Customer FIRST mobile support app

The Customer FIRST app is a mobile application (smartphone or tablet application) designed to give you access to support when you're on the go and to help you understand your support and service entitlements. The Customer FIRST app:

1. Provides you with your technical support ID for accessing support.
2. Is integrated with AVEVA's Knowledge and Support Center website, allowing you to submit and review your cases when you're on the move.

The Customer FIRST mobile support app is available for both iPhone and Android devices.

Notes:

- Your login credentials for our Knowledge and Support Center website are also your username and password for the app.
- AVEVA PI System products are not currently supported on the mobile app.

5.3. Obtaining emergency 24x7 support

AVEVA provides emergency technical support outside of normal business hours for situations that involve loss or potential loss of significant software operational functions on the production system or plant downtime situation.

Notes:

Reporting and other ancillary functions are not included under the definition of emergency support. It is expected that technical support for non-production applications will resume the following business day, during normal business hours.

5.3.1. Contact information for emergency support

Calls received via our emergency service phone numbers will be automatically routed to a live phone dispatcher. The dispatcher will then contact one of the available technical support analysts/engineers who will return the call within 60 minutes.

Emergency technical support can be obtained by dialing **+1-949-639-8500**, accessible worldwide.

The AVEVA phone system will automatically identify your company **via your individual phone user ID**. From there, follow the phone prompts to be routed directly to our Emergency Support dispatcher.

Important: When contacting AVEVA technical support for the first time, you will be issued an individual phone user ID. You should have this phone user ID on hand every time you call AVEVA technical support. Your call will not be routed properly via the telephony system if you enter your Customer FIRST agreement/contract number. Your individual phone user ID can be retrieved via the Customer FIRST app or via the AVEVA Knowledge and Support Center website.

5.4. Case submission

AVEVA offers you multiple methods for submitting your technical support issue:

- Telephone: Log your issue with one of our technical support analysts or engineers.
- Web: Log your issue using our online case submission form via our technical support websites.
- All cases entered into the AVEVA case management system can be accessed by AVEVA support centers across the globe. Our support centers collaboratively monitor this case-handling stream to ensure that every open case is assigned to appropriate personnel, who may be located anywhere in the world.

5.5. Gather helpful information before you contact us

To make the most of your time when you contact AVEVA to request technical support, please have the following information on hand:

- Your Customer FIRST user ID, if known.
- The assigned case number if this is an open issue.
- Product component and software version.
- Any patches installed if the issue relates to a software application.
- If the situation involves a software application only, know the operating system type and version.
- System topology and design architecture.
- Relevant output from diagnostic applications.
- Are there any third-party hardware cards in the machine?
- Are there any third-party software applications running?
- Was the application tried on a different machine?
- Have you tried to reproduce the problem, and if so, what was the result?
- What have you done to troubleshoot the situation?

5.6. What happens when you request support

When you contact AVEVA technical support or submit a question via our Knowledge and Support Center website, we will quickly process your request. Support enquiries are processed with the following methodology:

- Receipt of your inquiry is acknowledged.
- Your AVEVA Customer FIRST for Partners program enrollment level is verified.
- The inquiry is logged into our case management system and the case number provided for reference.
- The issue is prioritized based on commercial or technical urgency.
 - When speaking with the technical support engineer, you can request that a specific priority level be assigned to your case and we will do our best to accommodate your request - AVEVA will make the final determination according to **case priority levels** as defined below.
- AVEVA begins to diagnose and resolve the issue as quickly as possible.
- If the technical support engineer requests that you provide application files for further investigation, you will be advised of the appropriate available methods of transmission - via email or FTP site.

- If necessary, we will strive to reproduce the behavior to help determine its root cause.
- Once root cause is determined, we will determine a course of action with the goal of achieving problem resolution.
- You will be regularly updated as to the status of your case including any measures taken by AVEVA to escalate your issue to higher level subject matter experts.

5.7. Support escalation policy and update frequency

Based on the assigned priority level of your case, AVEVA technical support will take appropriate action to resolve your question or issue. That is, given the priority level, here's what we will do:

Case priority levels		
Priority level	Definition	Action to be taken
P1 - Critical	System or process downtime, loss of essential function, critical business or operational impact, human safety or environmental impact.	AVEVA technical support will work on the case full-time, including evenings and weekends as necessary, until it is resolved or an appropriate workaround is found.
P2 - Serious	Feature(s) inoperable, no evident workaround, failure of one or more components, degraded operation of an essential function, potential business or operational impact, up against a hard deadline.	AVEVA technical support will work on the case full time during normal business hours.
P3 - Moderate	Feature is inoperable and a workaround is possible, operational question, minimal or no business or operational impact	AVEVA technical support will work on the case during normal business hours.
P4 - Informational	Informational question, no business or operational impact, customer request, or next day call back is acceptable.	AVEVA technical support will work on the case during normal business hours.

5.7.1. Initial response target

Depending upon your Customer FIRST for Partners program level enrollment and the priority level of your case, AVEVA technical support applies the initial response targets shown in the table below when handling your case. The initial response target is met when the first activity related to the case is:

- Performed by our technical support engineer **AND**
- Is communicated to you or is viewable as an activity under the case details in the case management area of our AVEVA Knowledge and Support Center website **AND**
- Is performed within the target amount of time shown in the chart

Initial response target			
Priority level	Standard	Premium	Elite
P1 - Critical	2 hours	1 hour	30 minutes
P2 - Serious	4 hours	2 hours	1 hour
P3 - Moderate	16 hours	12 hours	8 hours
P4 - Informational	24 hours	16 hours	12 hours

Notes:

The elapsed time for the purposes of determining whether initial response target is met is the time elapsed during the normal business hours of the receiving AVEVA Customer Support regional center, except for P1 enquiries where the elapsed time includes both business hours and after-hours.

In addition, AVEVA technical support will provide you with regular updates on your issue based on the priority level of the case and your AVEVA Customer FIRST for Partners program level:

Initial response target			
Priority level	Standard	Premium	Elite
P1 - Critical	Once per day	12 hours	6 hours
P2 - Serious	2 days	Once per day	Once per day
P3 - Moderate	5 days	4 days	3 days
P4 - Informational	8 days	5 days	5 days

Notes:

The update frequency schedule is based on the time elapsed during the normal business hours of the receiving AVEVA Customer Support regional center, except for P1 enquiries where the elapsed time includes both business hours and after-hours.

While it is our intent to resolve your case as quickly as possible, we cannot project an exact resolution at the onset of the issue. This is because it depends on the complexity of your question or issue and the speed at which we receive any requested documentation or diagnostic output from you.

5.7.2. Escalating your issue

AVEVA technical support has processes and systems in place to ensure that your incident will receive proper attention and be managed according to its priority by the appropriate people in our department, as well as other relevant AVEVA departments.

5.8. When is your case closed?

AVEVA will work to quickly resolve your question or issue based on the assigned priority level. Your case will be closed when it falls under one of these categories:

- Your question has been satisfactorily answered and it requires no further activity.
- The issue has been resolved via a fix, patch, service pack, or major / minor product release.
- Your issue was determined to be a software defect, which will be resolved in a future patch, service pack, fix or in the next release of the product. When the patch, service pack, fix, or maintenance release becomes available, you will be notified by email. Patches, service packs and fixes will be made available via the AVEVA Knowledge and Support Center website. AVEVA patches, fixes and service packs will be incorporated into a future product release.
- Your question or issue results in correction in the AVEVA product's user manual and/or on-line help system.
- Your issue is caused by running a third-party software or hardware product that is not owned or distributed by AVEVA. We'll explain the cause of the problem and recommend your next course of action.
- Your question or issue concerns a desired product feature that is not part of the product's current release. We will convert your issue into a product enhancement request, which will be forwarded to the AVEVA portfolio and product management group for further evaluation.
- You request that you no longer wish for us to work on your question or issue.
- You request that your case be closed.
- We require additional input from you but cannot reach you after making several attempts via known contact points (telephone, email). However, if you contact us after we have closed your logged case, we will be happy to reopen it.

5.9. Requests and eligibility for software fix

A "fix" is a software module designed to correct a single (typically) software defect. Fixes may be tested via a full quality assurance process or be unit tested (i.e. minimally tested) to speed their delivery to customers experiencing critical issues. Customers may request a fix, however, the final decision with respect to the technical feasibility and appropriateness of providing a fix rests with AVEVA.

Fixes are subject to the following requirements:

1. A fix must be formally requested by the customer.
2. Members of the Customer FIRST for Partners Program are eligible to request fixes.
3. It is at the sole discretion of AVEVA to issue a fix. Decisions will be based on feasibility, scope and complexity and other factors.



5.10. Remote support

AVEVA utilizes proven remote access technologies to expedite resolution of technical support issues. These technologies are utilized with customer participation and used in a way that ensures your systems' security. If consistent with your security requirements, AVEVA will also use its own technology for remote access. Using remote access technologies can dramatically improve the resolution time of your issues.

5.11. Support for third-party and resale products

Support for third-party or resale items, as defined in the customer's general terms and conditions, is independent of the support provided by AVEVA for AVEVA Products and Services, provided under the AVEVA Customer FIRST Program and is governed by the third-party partner's support model, which includes respective response times and case handling processes. AVEVA's support services, as described in this document, do not extend to any third-party or resale items unless explicitly stated otherwise. AVEVA may facilitate communication or collaboration with the third-party or resale item's support team as needed, but ultimate responsibility for resolving these issues rests with the third-party or resale item vendor.

5.12. Customer contractors and AVEVA technical support

If a customer is engaging you as a third-party contractor to provide production/run-time support on its behalf under their AVEVA Customer FIRST enrollment then that third-party contractor must be clearly affiliated with the customer when registering for technical support with AVEVA and opening cases on their behalf. In these instances, AVEVA requires a customer's third party contractor to be set up with an email address tied to the customer's corporate domain. With the exception of Embedded Solution Partners, all other partners may only access technical support for development support enquiries, unless the above conditions are met.



6. AVEVA warranty and support

AVEVA's warranty protection is defined in the AVEVA General Terms and Conditions. Warranty protection does not include access to technical support during the warranty period.

7. Lifecycle and support policies

AVEVA product lifecycle discipline plays a strong underlying role in customer support. All products move through lifecycle phases as they age. AVEVA customers can greatly benefit from having a clear understanding of product lifecycle phases, which have a direct relationship to the supportability of each product.

AVEVA has established clear product support timelines to enable customers to plan product upgrades in advance of reaching obsolescence. This proactive approach provides a comprehensive view of product lifecycle phases, phase transition timing, and available support during each phase.

Logon to the AVEVA Knowledge and Support Center website for current product lifecycle information:
softwaresupport.aveva.com.

Current product lifecycle information for AVEVA PI System products can be found at my.osisoft.com.