

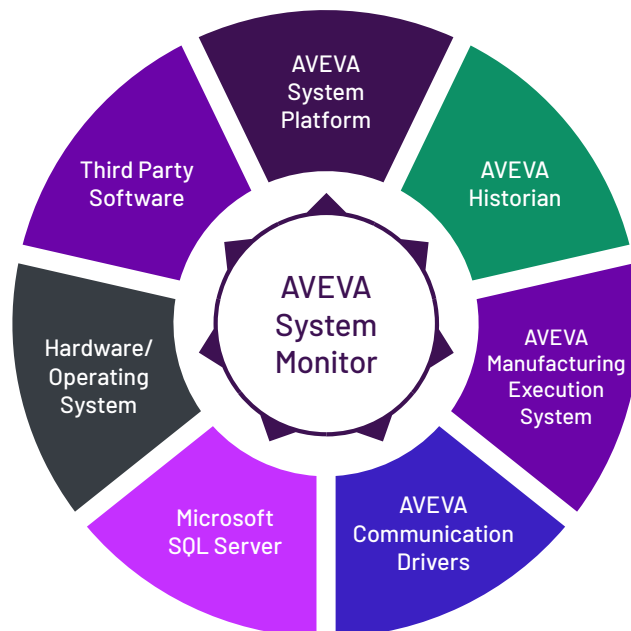


BROCHURE

AVEVA™ System Monitor

Real-time system monitoring to help your operations run smoothly

AVEVA System Monitor is a software application – installed at your facility – that continuously monitors your AVEVA software and system hardware, identifies upset conditions and alerts you to potential issues before they manifest into real problems like application errors or machine downtime events.



Maintaining the health of your software

How it works

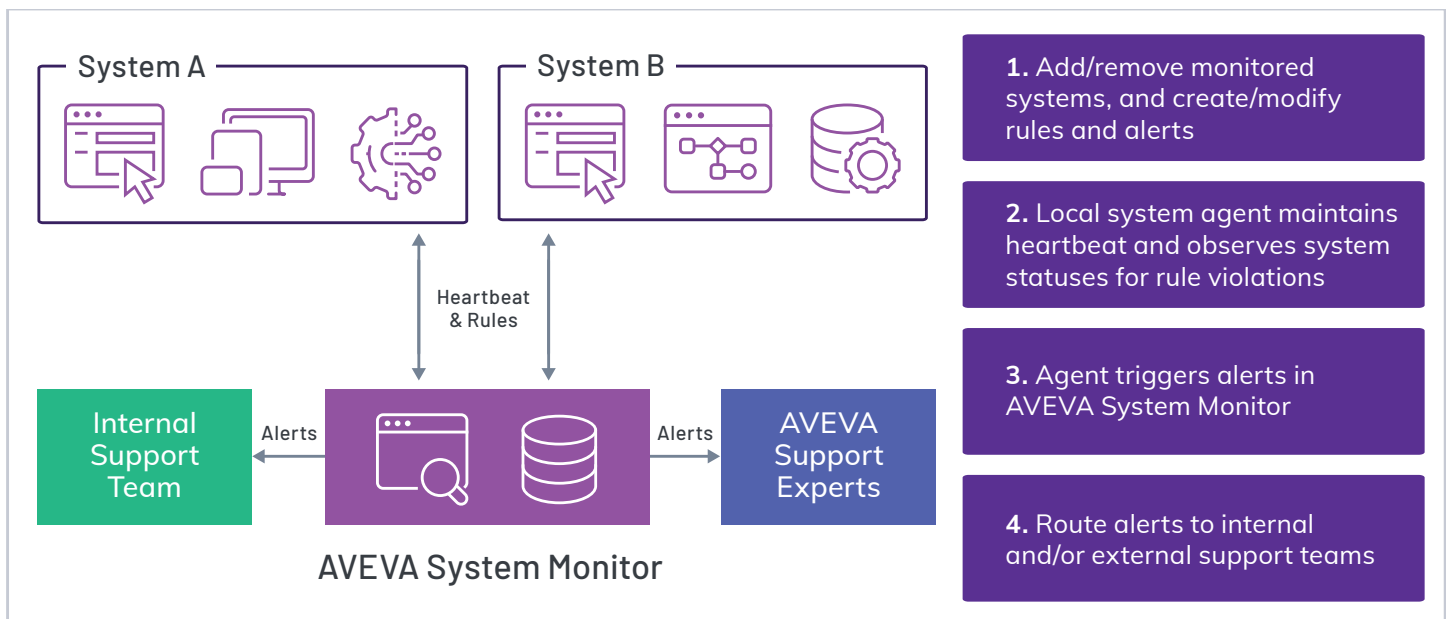
AVEVA System Monitor keeps a watchful eye on the critical performance indicators associated with your AVEVA software applications and the underlying hardware to proactively maintain healthy systems for easy maintenance and reliability.

Benefits

- Maximize control system availability
- Better manage system resources to improve performance
- Identify and address issues early
- Effectively guide staff with automated system management
- Quicken resolution times with pinpoint error detection

- Reduce the volume of high priority issues
- Streamline the diagnosis process by understanding existing or developing issues in context to software performance
- Optional AVEVA provided annual health review service

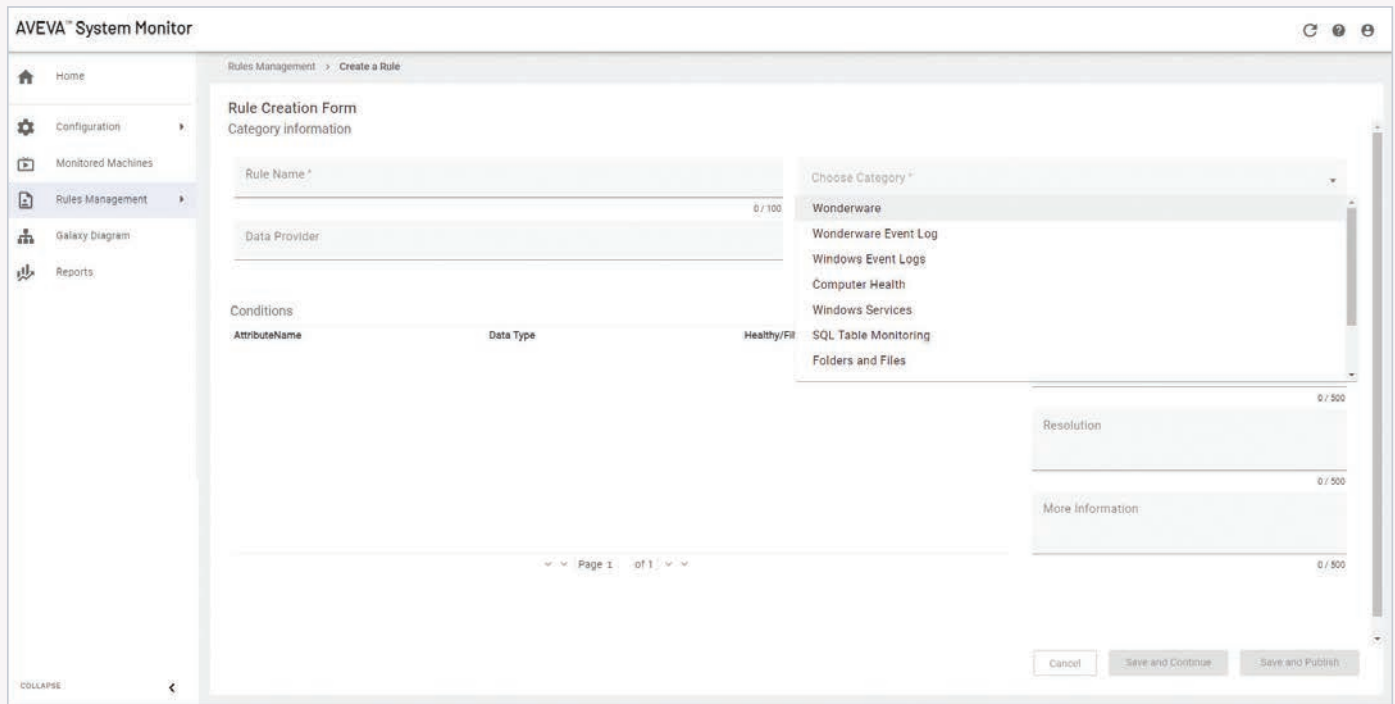
Create and manage custom rules within the AVEVA System Monitor application, monitoring software and hardware performance indicators such as failover events, database health, and error warnings. A locally installed agent observes connected systems to automatically trigger alerts based on defined rules that can be routed to both internal and external support teams, including third-party System Integrators or AVEVA Global Support Services.

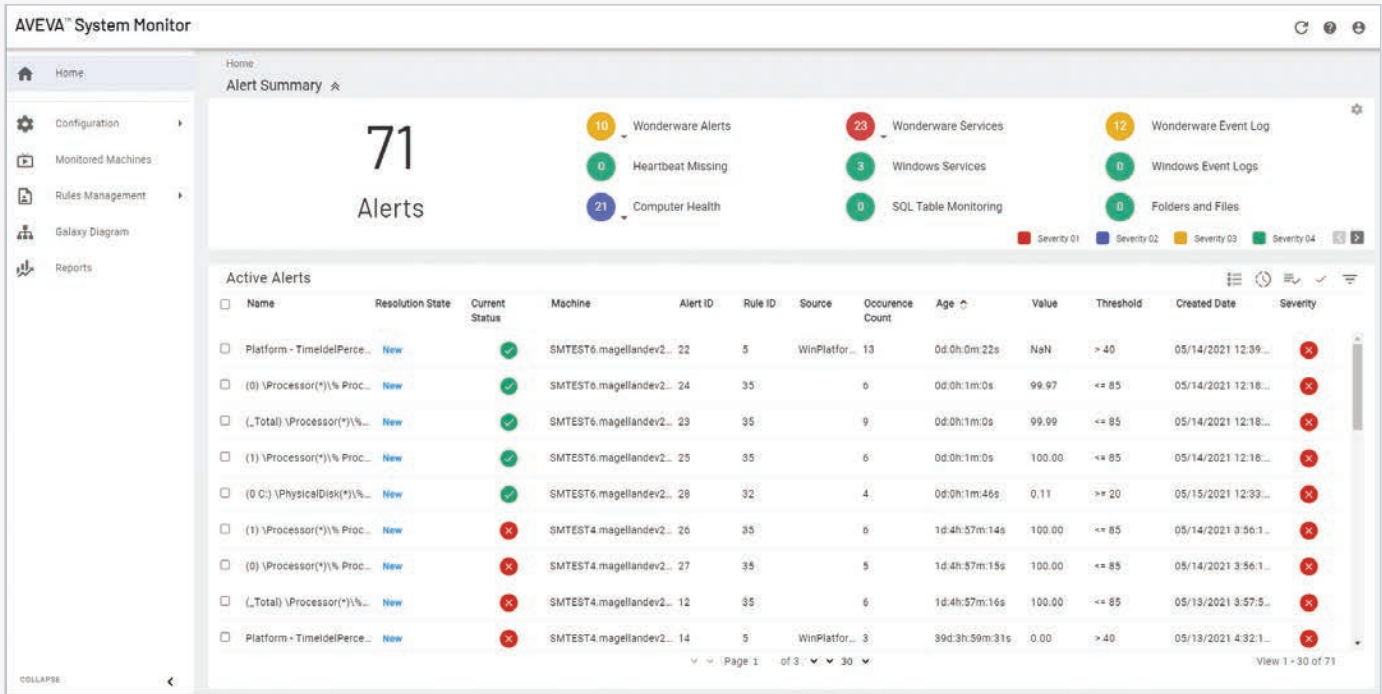


What is monitored by AVEVA System Monitor?

AVEVA System Monitor can constantly monitor many attributes, messages, and metrics from across the AVEVA software portfolio and third-party applications to ensure optimal performance:

- **AVEVA System Platform & OMI:** Runtime attributes like scan status, redundancy/ failover, event log error/warnings, logged script Issues
- **Communication Drivers:** Connections/scan status, server status, event Log error/warnings
- **AVEVA Historian:** Services status, database health, event log errors/warnings
- **System Management Console:** Services status, event log errors/warnings
- **AVEVA Manufacturing Execution System:** Services status, database performance, event log errors/warnings
- **Microsoft SQL Server:** Internal performance and health per Microsoft SQL Server Management pack
- **Hardware/Operating system:** CPU, disk space, memory, event logs, performance counters
- **Other supporting software:** License monitoring, terminal services, third-party IO servers, and others





AVEVA System Monitor – available in three variations

Basic – without a purchase, AVEVA System Monitor can be installed at any site to provide monitoring of a single machine. The user can change the single (1) machine at any time, on demand.

Limited – included with the purchase of an AVEVA System Platform subscription, the Limited-mode of AVEVA System Monitor provides monitoring of up to five (5) machines. The user can change these machines at any time, on demand.

Full – purchasing AVEVA System Monitor in full-feature mode, enables monitoring of an unlimited number of machines.

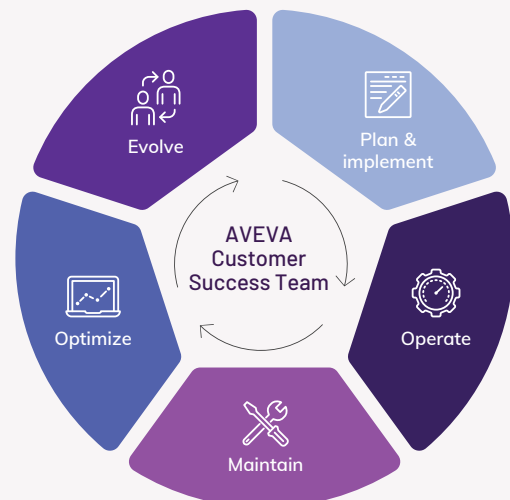
All modes of AVEVA System Monitor provides unlimited license monitoring for AVEVA software.

AVEVA System Monitor is an included benefit for Elite level Customer FIRST members and can be acquired as an optional add-on subscription for Standard and Premium level members. AVEVA System Monitor can also be included with the purchase of AVEVA's Annual System Health Review service.

AVEVA Customer FIRST program

The AVEVA Customer FIRST Program is our comprehensive, fee-based software maintenance and technical support program that helps you achieve maximum benefit from your investment in AVEVA software. It includes access to our award-winning technical support and services team to quickly resolve issues, software version upgrades and updates, and time-saving services and software utilities.

To learn more please visit:
aveva.com/en/support-and-success





Improves productivity

- Eliminates guesswork
- Provides detailed alerts
- Streamlines diagnosing process



Reduces downtime

- Identifies application degradation
- Streamlines issue resolution



Maximizes system utilization

- Enables preventive maintenance
- Reduces complexity of managing an automation system

Optional professional services

Annual System Health Review – baseline and improve your AVEVA application performance

Available as an optional purchase for Customer FIRST members, the Annual System Health Review service provides you with expert technical resources to review and baseline your current AVEVA application and the operating performance of your solution. Proactively maintaining the health of your AVEVA application and system assets with AVEVA System Monitor can help you keep your operations running smoothly.

Reaching and maintaining peak performance of your automation system is a continuous process. Our System Health Review is designed to help you get the most out of your AVEVA applications and related systems, increasing your Return on Investment (ROI) and providing you with confidence in your plant operations.

Contact your AVEVA representative to learn more, or visit us online at [aveva.com](https://www.aveva.com)