

AVEVA



PROGRAM GUIDE

AVEVA Customer FIRST for your Asset Performance Management software

Build, support, maintain, and evolve your systems with industry-leading software maintenance, support, and success services.



About AVEVA Customer FIRST

AVEVA Customer FIRST is not just a cliché, it is a mantra that drives our everyday efforts to put our customers first – ensuring their overall success with our software is essential. We strive to deliver innovative, market-leading software coupled with a wide range of services and resources. The program is the foundation of your service and support relationship with AVEVA and our global partner network. It offers a comprehensive portfolio of services, including software version upgrades and maintenance, expert technical support, and success-based services to help you get the most value possible from your investment in our software and keep your business operations running smoothly from the application of AVEVA products. The program ensures that you get:

- Continuous software maintenance and innovation through version upgrades to keep your software “state-of-the-art” so you can respond quickly to challenges and opportunities
- Access to technical support experts to accelerate time to value and to quickly remedy any technical issue that you experience as you install, fine-tune, and upgrade your software
- Optional services and resources to drive user adoption and increase productivity, efficiently maintain and optimize the performance of your software, and meet your changing business needs

With Customer FIRST, you get a continuum of investment protection and value with a program designed to proactively help make sure you are getting the most out of your software and successfully doing all you can to optimize your work processes with our Asset Performance Management software, regardless of the lifecycle phase that software and solution is in.



Protect your Asset Performance Management software investment

While your Asset Performance Management software investment may be substantial, it is only a fraction of your overall investment when you consider everything else involved in your project and the benefit to your business from your AVEVA software over time. Customer FIRST delivers in a number of critical ways to help you get the most value from your software.

- **Software version upgrades and maintenance**

– We encourage our customers to continuously innovate and harness the latest capabilities of our new versions that push the envelope of current technology. Our Asset Performance Management software is regularly upgraded to assure reliability, performance and security, to embrace new technology and standards, and to provide new functionality to meet evolving market demands. We have an unparalleled history of investing in software development, and customers using our software can maintain and extend their engineering investment and upgrade from one version to the next. We are very proud of this deliberate effort as it provides a cost-effective approach for our customers to keep their software current without significant future capital and engineering costs.

- **Access to exceptional global technical support –**

Our customers have specific business objectives and responsibilities that rarely include troubleshooting industrial software technical issues. Customer FIRST provides streamlined access to support experts

who have years of experience supporting diverse installations around the world. They are adept at understanding potential software implementation issues, replicating any problems and resolving them quickly. You also get access to extensive online, 24/7 self-help including a vast knowledgebase of technical tips, tools and best practices, and dedicated and collaborative web portals. With the Customer FIRST program, you can leverage our vast software experience and expertise to reduce operational risk, minimize downtime, save time and money, and proactively meet key targets and objectives. For our larger customers, we can provide a designated Technical Account Management team to take full accountability for your technical support activity and AVEVA escalation, overseeing your support issues all the way to resolution.

- **Customer FIRST Support App –** Our App brings AVEVA Asset Performance Management software resources to you, wherever you are, via mobile devices. You can use it to quickly access your support agreement, log and track service requests for convenient case management, learn new technical tips, and stay current on support-related events and software news.



Strategic resources focused on your success and time to value

Customer Success Organization

At AVEVA, we have created a dedicated Customer Success Organization to help customers quickly achieve their desired business outcomes with our solutions. The organization proactively helps customers reach the business goals that justified their AVEVA purchase, remove obstacles they might face in pursuit of their goals, and inspire them to innovate and derive additional value.

Highly experienced Customer Success Managers (CSMs) are responsible for proactively delivering personalized success engagements to foster optimized technology deployments and long-term relationships. They provide guidance, insights and recommendations that help customers like you adopt their AVEVA software solutions and quickly realize value.

Customer Success Management Packages

Customer Success Management Packages are a suite of strategic engagements and services – many remote – that provide personalized guidance from CSMs and other experienced technical resources. These packages are optionally available for Premium level Asset Performance Management software, and each provides a high level of engagement to deliver across three key areas: onboarding, adoption, and success.

- **Advanced** – A strategic team is focused on your long-term success. Designated CSMs and technical resources extend your team’s capabilities through best-practice leadership and hands-on expertise to achieve rapid adoption and optimized production performance. CSMs at this level typically manage four to six accounts of medium to high complexity.
- **Enterprise** – A dedicated resource(s) drives coordinated success activities across geographic regions. Enterprise builds on the Advanced level with CSMs providing cohesive, global oversight to ensure best-practice standardization and optimized deployment of AVEVA technology. Enterprise-level CSMs are typically assigned to Global Accounts (or similar) and manage no more than two accounts.

AVEVA Customer FIRST included services

Our customers are increasingly purchasing diverse offerings from across our software portfolio, so Customer FIRST now focuses less on individual

products than in the past. The program features core included services and entitlements that apply across our suite of offerings.

Included services	Standard	Premium	Description
Technical support and services			
Business Hours Technical Support (Normal Local Business Hours)	✓	✓	Access to expert technical assistance
Knowledge and Support Center Website	✓	✓	Access to product information and downloads, technical support articles, security bulletins & case management
Customer FIRST Support App	✓	✓	Our app helps you utilize and realize value from your support agreement with proactive notifications from AVEVA & your local support provider
En Route Response Plan for Billable Onsite Corrective Assistance	NBD	24 hours	Within the committed time period, our support team will mobilize an expert resource to help remedy technical issues at your site
Discount on Technical Support Consulting Services	5%	10%	Leverage AVEVA Software technical expertise even more ... for less
Level 2 Direct/Advanced Technical Support	✓*	✓	Direct and immediate access to AVEVA Software Global Customer Support resources to resolve complex issues
Emergency 24-Hour Technical Support (24/7)		✓	Support available around the clock to minimize impacts in emergency situations
Customer FIRST Program Reviews (Per Year)		1	A focused meeting with your sales or support partner to review utilization and value derived from your support agreement
Software maintenance and utilities			
Software Maintenance Releases, Service Packs, Patches, Updates and Hotfixes	✓	✓	Stay current with the latest updates and fixes
Software Version Upgrades and Revisions	✓	✓	Run the latest versions of AVEVA software and access the latest features.
License Assurance		✓	Replacement or rehosting of a damaged or lost license(s) at no additional charge
Discount on Test and Offline Development System Licenses		✓	Save on additional licenses for testing applications
Additional benefits: minimum contract spend required			
Included Training seats for your AVEVA software product (Classroom, eLearning or Virtual Instructor-led)		1	Increase productivity and sharpen your skills with our expert training
Block of Technical Support Consulting Services Hours		16	Expert guidance on best practices during initial rollout and on-going phases of your application
Complimentary Invitations to AVEVA Software Customer Events		2	Enjoy attendance and gain valuable insight at our annual user conference or other AVEVA-hosted customer event in your region
Dedicated Customer Portal		✓	Cloud-based repository to securely store and share important documents and access all your plant's support activity, license and purchase history
Technical Account Management Team		✓	A team of designated, senior-level support experts to resolve technical issues and liaise between you and the AVEVA Development team to ensure that your issues are receiving top priority
Annual Lifecycle Assessment and Upgrade Planning Roadmap		✓	Understand the current state of your installed software and strategically plan for future software versions

* Only available at Premium level when purchased through AVEVA Partner

NBD = Next Business Day

Optional services for Asset Performance Management software

In addition to the core program elements, an extensive selection of optional services are also available for your software.

Optional services	Standard	Premium	Description
Generally available			
Flexible Funding for Services	✓	✓	Embed funds into your Customer FIRST Agreement for optimization and consulting services to use at your convenience during your agreement term
Upgrade and Migration Planning	✓	✓	Detailed execution plan to upgrade your AVEVA software and application
Implementation Consultant	✓	✓	Ensure the successful deployment of your software project with a dedicated technical expert to oversee your implementation
Technical Support Consulting Services (Onsite or Remote)	✓	✓	Onsite technical support service to troubleshoot a Service Request (SR) related issue; utilize our experts to maintain your system, keep it running at peak levels, and implement new functionality as required
Custom Training Services	✓	✓	Prepaid training services
Cyber Security Services	✓	✓	Leverage our Cyber Security experts to analyse your cyber security preparedness and operational practices to identify areas that do not meet industry-recognised standards
Customer Success Management Packages		✓	Direct access to success-based resources, including our Customer Success Management team and a suite of Success Accelerators focused on maximizing your operations and evolving business requirements
Success Points		✓	Embed points into your Customer FIRST Agreement to use at your convenience during the agreement term for Success Accelerators or to expand the scope of what is covered in a Customer Success Management Package
Customer FIRST for Solutions		✓	Application support and lifecycle maintenance for Advanced Solutions engineered / implemented by AVEVA
Technical Account Management Team		✓	A team of designated, senior-level support experts to resolve technical issues and liaise between you and the AVEVA Development team to ensure that your issues are receiving top priority
Resident Engineer		✓	Augment your technical staff with a skilled AVEVA engineer resident at your plant year-round to help you achieve your operational goals
Product specific			
Beneficiary Status to Avantis Source Code (AVEVA Enterprise Asset Management)	✓	✓	Establish 3rd-party escrow for access to AVEVA Enterprise Asset Management source code
Sustainability Assessment (AVEVA Enterprise Asset Management)	✓	✓	A comprehensive review of AVEVA Enterprise Asset Management business processes, system setup, interfaces/customizations and technical infrastructure
Migration Assessment (from Avantis.XA to AVEVA Enterprise Asset Management)	✓	✓	Understand the impact of and opportunities expected from an Avantis.XA to AVEVA Enterprise Asset Management migration
3rd Party Software Support (AVEVA Enterprise Asset Management)	✓	✓	AVEVA acts as a single point of contact for specified non-AVEVA software
After-hours Support Access for Upgrade and Migration Implementation (AVEVA Enterprise Asset Management)	✓	✓	Tap into expert technical resources round-the-clock during the pivotal upgrade process
Analytical Monitoring Services (AVEVA Predictive Analytics)	✓	✓	Online monitoring and predictive analytics, without the overhead of having to manage the software or modeling
Model Development Services (AVEVA Predictive Analytics)	✓	✓	A customized modeling solution for your equipment; a requisite to initiate/maintain solid predictive analytics
Post Implementation Study (Mobile Operator Rounds)		✓	Report comparing realized vs. anticipated project benefits and identifying any implementation gaps and opportunities to improve

