

SERVICES PROFILE

Annual System Health Review with Sentinel System Monitor

Baseline and Improve Your Wonderware Applications and System Hardware and Keep Your Operations Running Smoothly

Reaching and maintaining peak performance of your automation system is a continuous process. AVEVA's Annual System Health Review with Sentinel System Monitor is designed to help you get the most out of your AVEVA applications and related systems, increasing your return on investment and providing you with confidence in your plant operations.

Let an AVEVA Technical Expert Improve Your System's Performance

The Annual System Health Review provides you with expert technical resources to comprehensively assess and baseline your current Wonderware production system (hardware, AVEVA software, ancillary software, network, etc.) and its operating performance. With your review, AVEVA will provide you with the use of our Sentinel System Monitor application, at no additional cost. Sentinel System Monitor is an on-premise software application installed at your plant that continuously monitors your Wonderware applications and system hardware, identifies upset conditions and immediately alerts you via email to potential issues before they manifest into significant problems. Our technical expert will install Sentinel System Monitor, identify potential concerns that may exist, and provide recommendations to return your system back to peak performance. Once installed, you can use Sentinel throughout the year to help your operations run smoothly. At year end, you can then purchase another Annual System Health Review and continue to use Sentinel System Monitor.

Value

An Annual System Health Review is critical to identify problem areas in your application. Your AVEVA technical expert will analyze the performance of your Wonderware system and provide recommendations to resolve any existing IT/OT problem(s) across your production system and restore your system's runtime reliability, usability, safety and security, resulting in increased production yield and revenue. Once Sentinel System Monitor is installed and your system's performance is reviewed and baselined, the expert will engage directly with you and your team to discuss your site's specific challenges and implementation of best practices to further improve system performance. Sentinel will then continue to run and provide you and your staff with proactive, automated notifications of any issues that may develop – in context, with pinpoint error detection – so that you can quickly address them and maintain the health and peak performance of your production system.

What's Included

Activities performed include:

- Data collection:
 - Infrastructure and architecture information (hardware, OS, network)
 - Health indicator information (ObjectViewer attribute monitoring)
 - Health and performance information for ancillary software
 - Relevant software log files (AVEVA software, OS, MS SQL, etc.)
- Analysis of data collected – the infrastructure and configuration are evaluated, the health of the hardware and software is assessed, and all warning and error logs are reviewed.
- Resolution of identified issues – the AVEVA technical expert will work with you to resolve issues impacting your system performance. Uniquely available with this offer, AVEVA Research and Development team members are able to participate in analysis, if needed.
- Installation, general configuration, and general training of Sentinel System Monitor.
- Use of the Sentinel System Monitor for a period of one year (renewable annually with the purchase of another Annual System Health Review) to help maintain your system's health and keep your operations running smoothly.
- Health Review Report detailing findings and recommendations to improve system health and performance.
- List of recommended attributes to configure for monitoring by Sentinel System Monitor, including recommended parameters for each attribute.

The AVEVA Customer FIRST Program – Accelerating Your Success!

Customer FIRST is AVEVA's 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 valuable services and software utilities. In addition to the base program, we also offer a range of optional success accelerators designed to help you throughout the lifecycle stages of your application.

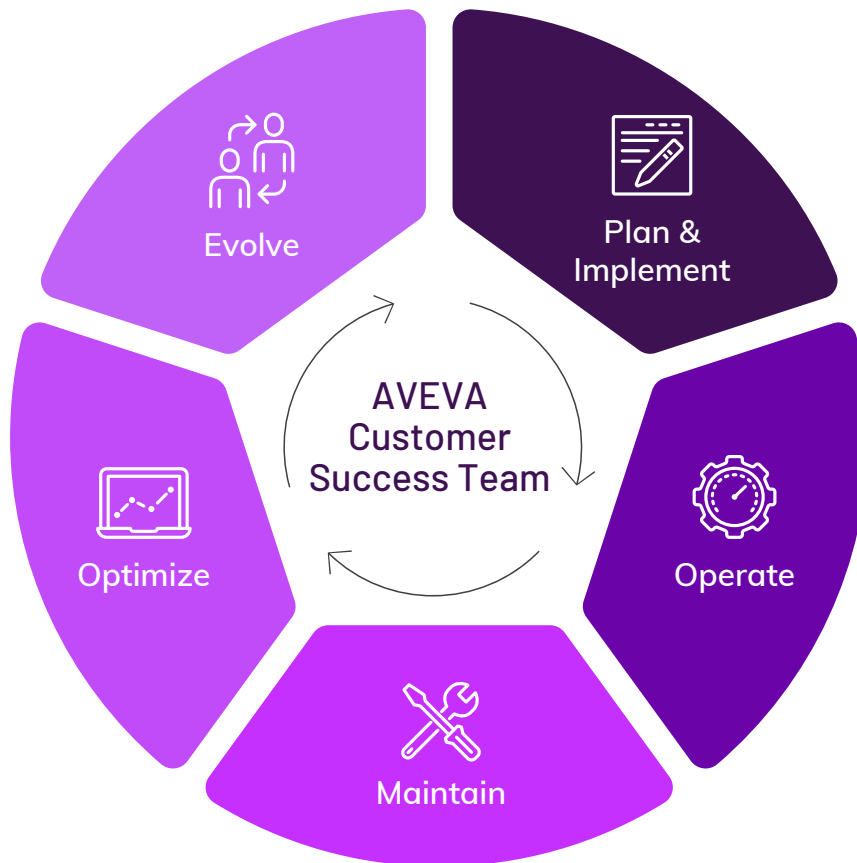
Plan & Implement – Engineer best practices and application architecture and improve time to value

Operate – Effectively run your software with expert training and drive increased engagement and adoption

Maintain – Efficiently maintain your software, including updates, patches, and license management

Optimize – Improve software performance and reliability and drive changes to address new market requirements

Evolve – Drive innovation through the deployment of major version upgrades, adopt new technology, and future-proof your application



To learn more, please contact your AVEVA representative or visit us online at aveva.com