



SERVICES PROFILE

AVEVA Customer FIRST Program Onboarding

Accelerating Your Success

Customer FIRST is AVEVA's comprehensive software maintenance and technical support program. This onboarding session is designed to ensure your organization understands the key features of the program and to provide education on how to utilize support resources and related tools for maximum benefit.

The AVEVA Customer FIRST Program

Customer FIRST is AVEVA's comprehensive, fee-based software maintenance and technical support program designed to proactively help you achieve maximum benefit from your investment in AVEVA software throughout its life. The program provides you with:

- **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
- **Success accelerators and optional services** designed to drive adoption and increase productivity, efficiently maintain and optimize the performance of your software, and meet your changing business needs

Value

The Customer FIRST Onboarding session will quickly educate you about the program and ensure that you understand the additional inclusive support and service benefits available to your organization, including training offerings. It also provides a formal introduction to the AVEVA Support organization and key points of contact and confirms that you can access AVEVA support services to take full advantage of all available benefits.

What's Included

The Onboarding session includes two key parts. First, a call is held to prepare for the Onboarding engagement to assure that you understand the intended audience and scope. Second, a comprehensive Onboarding session is conducted at your site that includes a thorough overview of your benefits and how to utilize the resources, and an open forum to clear up any questions you or other participants may have about the Customer FIRST Program.



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

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