

## SERVICES PROFILE

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# Go-Live Standby (Local Business Hours)

Have a Dedicated AVEVA Technical Expert Available During Commissioning

The Go-Live Standby service provides an AVEVA technical expert on-call to quickly respond to any issue you might have as you put a new or upgraded system into production.

# Minimize Project Risk and Quickly Resolve Unforeseen Issues

Putting a new or upgraded system into live production can be a stressful time. Tight deadlines are common, and last-minute unforeseen issues can lead to production delays with potentially large financial implications. Go-Live Standby provides a dedicated AVEVA technical expert to ensure you have a knowledgeable resource familiar with your project and ready to quickly resolve any issue that might arise.

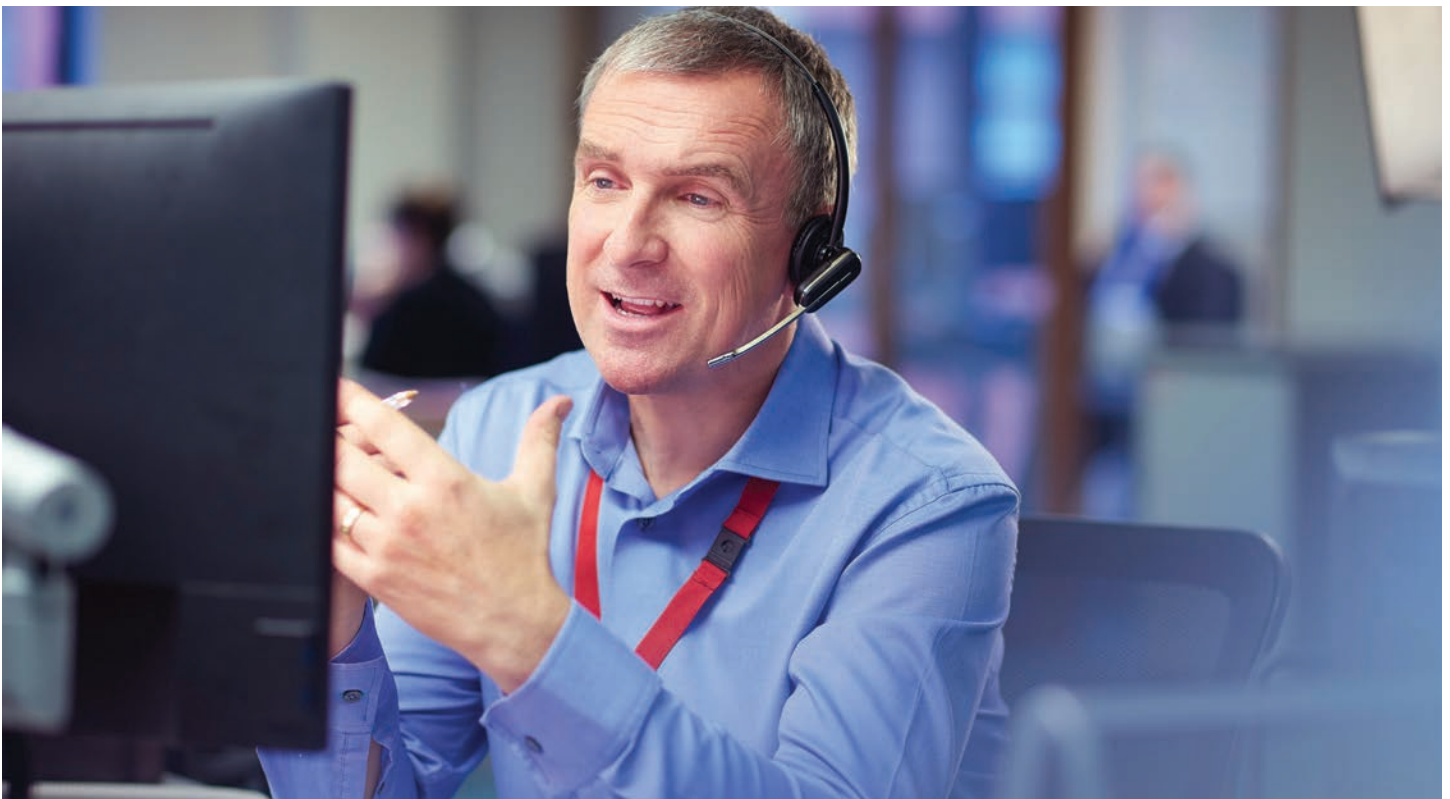
## Value

This offering minimizes risk by augmenting your resources with a dedicated AVEVA technical expert who is familiar with your AVEVA system and can triage and resolve any issue that may prevent you from an on-time commissioning of your application. We understand the wider implications of your issues and can work within the constraints of your operational challenges. Should an issue occur, our resource will solely focus on the issue until it is resolved or a suitable work-around is provided.

With years of experience and access to internal AVEVA resources, our expert will significantly reduce the time to resolution and any negative financial impacts. If required, the technical expert can be physically present at your location.

## What's Included

- A kick-off call with your AVEVA expert to discuss your AVEVA system environment, the Go-Live activities, required testing, deadlines for completion, etc.
- Direct access to your AVEVA expert for a period of up to 8 local business hours of a single day for software assistance with your AVEVA products.
- Post-completion report detailing any issues raised and remediation activities undertaken/suggested by your AVEVA technical expert.



# 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.

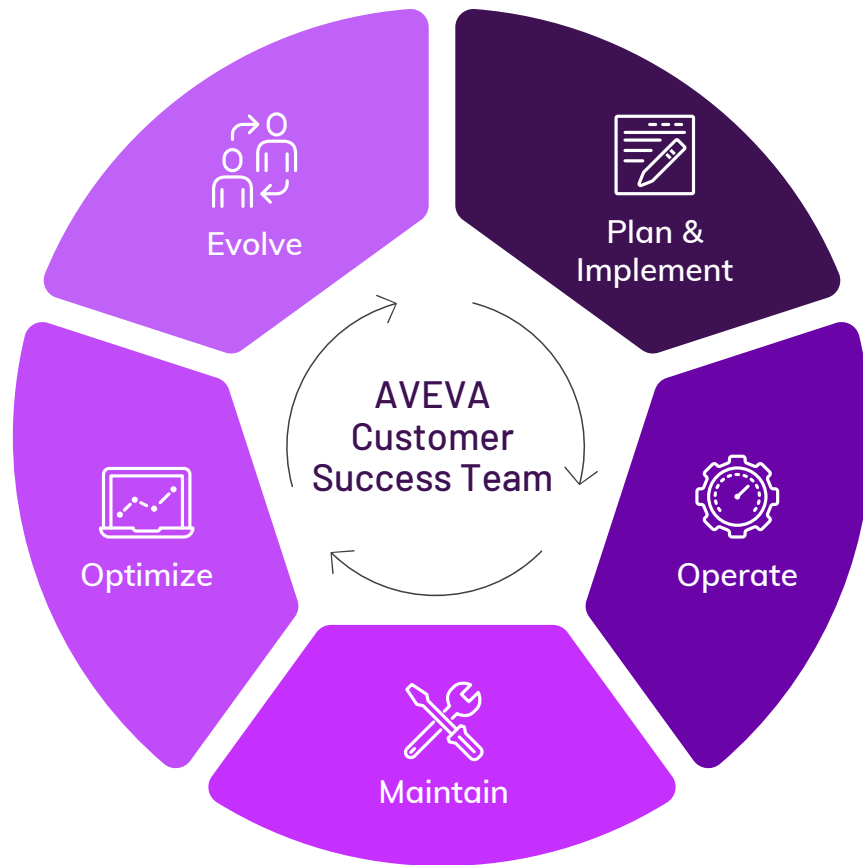
**Plan & Implement** – Engineer best practices and application architecture and improve time to value

**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. [aveva.com](http://aveva.com)