



AVEVA

SERVICES PROFILE

Hotfix Application and Support

Operate Your Software at Peak Performance

The service provides you with guidance and support from an AVEVA technical expert to direct the application of a hotfix to your production system.



Let an AVEVA Technical Expert Direct the Deployment of a Needed Hotfix

A software hotfix is often an effective mechanism to address specific issues customers can have with their software. It addresses reported bugs that may impact development or runtime reliability, usability, safety, security and performance, providing enhanced productivity and efficiency with improved feature and system performance.

Value

Hotfix Application and Support will minimize your risk and save you time. You get an AVEVA technical expert that is knowledgeable of both your AVEVA software and your related operational environment to assess the current version of your installed software and provide high-level coordination and sequence of events that will lead to successful hotfix deployment. You also get the assurance that best-practice approaches (logical progression) are employed during the application so the hotfix is deployed with minimal impact to your business and production system. You can be confident that once the hotfix has been successfully implemented, your software will once again be running at peak performance.

What's Included

- Review of existing industrial control system architecture and software version information to assess hotfix applicability
- Backup of all files being replaced by the hotfix
- Methodical application of hotfix using R&D-provided instructions and best practices for minimizing production interruption
- Confirmation of successful application of the hotfix via file version check across all machines modified
- Standby support during return to operations immediately following the hotfix application
- Troubleshooting support for issues found immediately following the hotfix application
- Confirmation that the hotfix has resolved the issue intended
- Emergency rollback to previous file versions should the hotfix introduce new issues to system
- Post-engagement report of activities completed including issues encountered and technical observations

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.

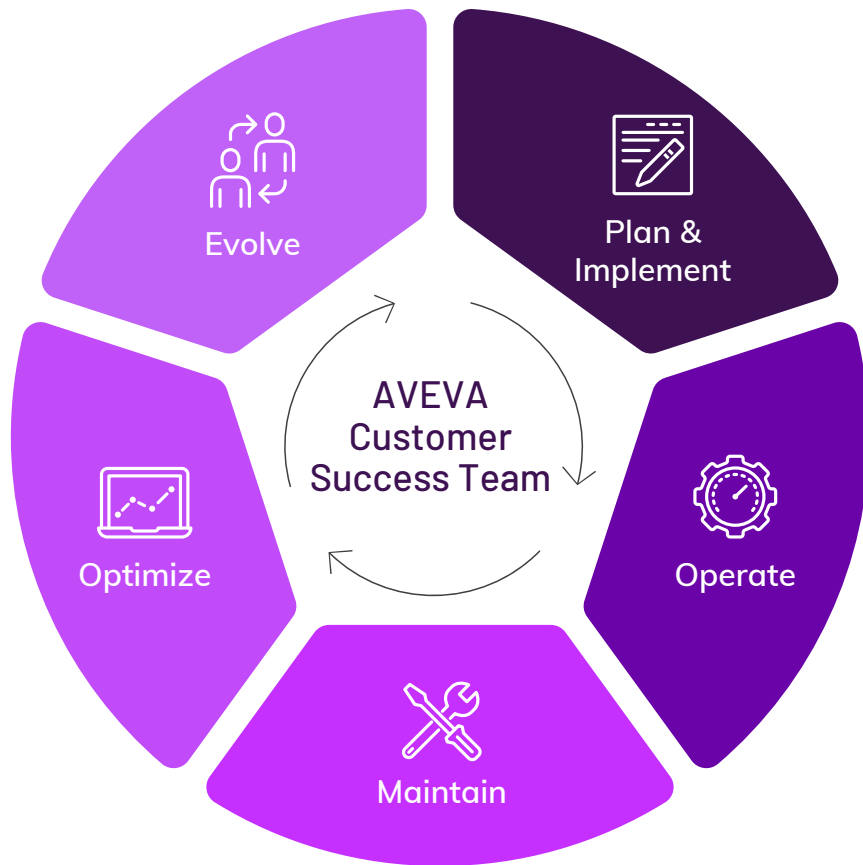
Plan & Implement – Engineer best practices and application architecture and improve time to value

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