



SERVICES PROFILE

Hotfix Planning (OASyS SCADA)

Operate Your Software at Peak Performance

This offering provides planning and a comprehensive Change Management Checklist (CMC) by an AVEVA technical expert in preparation for deployment of a hotfix update to your test and development system. The CMC will also include steps to deploy to your production environment.

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

OASyS SCADA is a highly secure and scalable real-time supervisory control and data acquisition platform for enterprise oil and gas pipeline and gas distribution operations worldwide. OASyS SCADA tightly integrates with advanced oil and gas distribution operations to bring the sharpest operational awareness to the control room.

A software hotfix can be an effective mechanism to address specific issues you might have with your software. A hotfix usually contains a fix for one defect, but sometimes multiple, that has been resolved and tested with the expectation that a single customer will deploy it to resolve their specific issue(s). Hotfixes are scheduled on-demand and tested for the single customer for quick turnaround.

Value

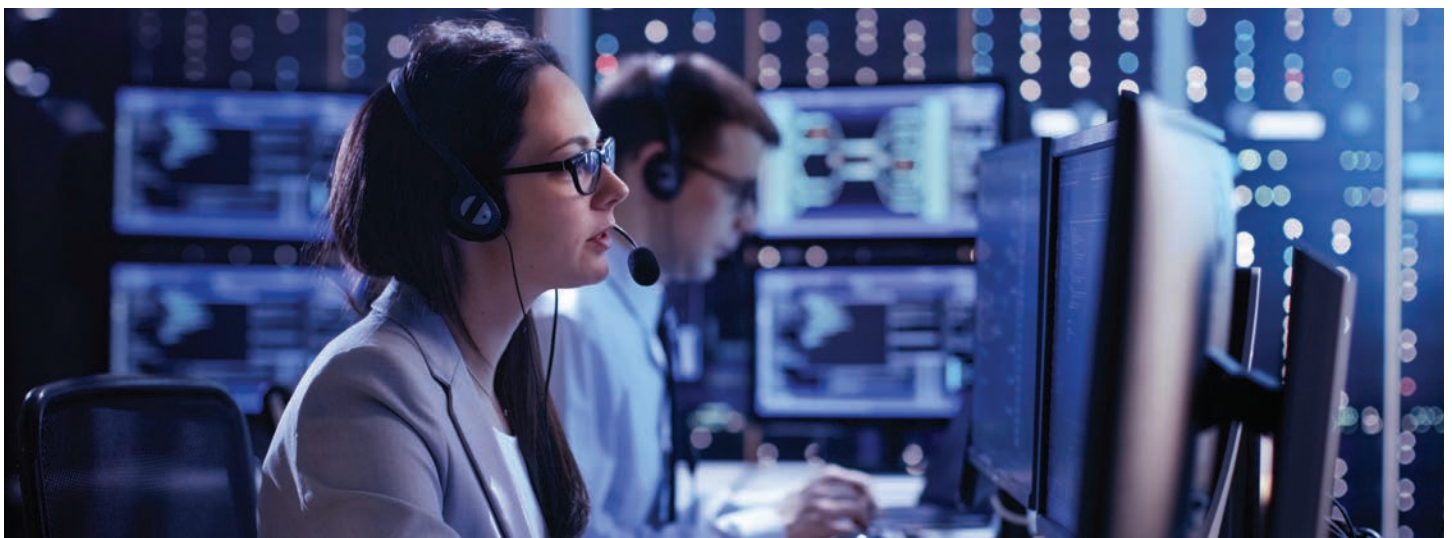
Hotfix Planning will minimize your risk and save you time. You get an AVEVA technical expert that is knowledgeable of both your AVEVA software and your related operational environment to assess the current version of your installed software and provide high-level coordination and sequence of events that 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 system architecture and software version information to assess hotfix applicability
- Pre-call with you to gather necessary information for both your test & development, and production system
- Review prerequisites necessary to successfully apply the hotfix
- Creation of a Change Management Checklist including:
 - Steps for deployment
 - Backup & rollback procedure
 - Testing/validation steps
- Expert guidance on migration of data if required
- Methodical planning of hotfix using R&D-provided instructions and best practices for minimizing production interruption
- Standby support during return to operations immediately following the hotfix application

Note: Rollout/deployment is not included in this planning service but is available separately. Contact your salesperson or customer success manager for more information.



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.

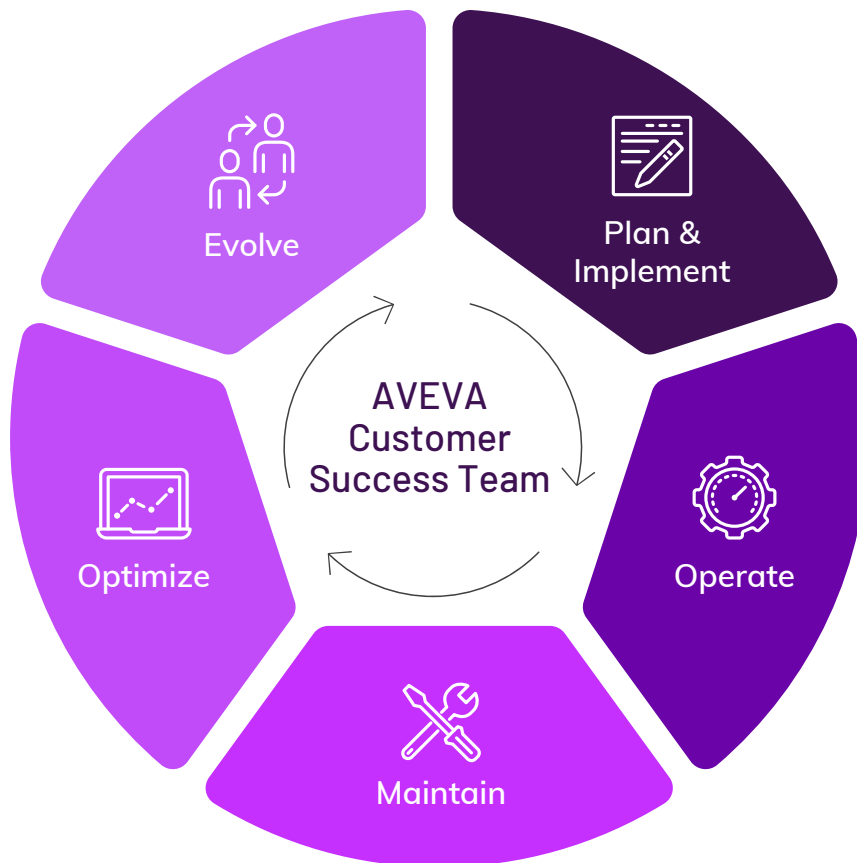
Plan & Implement – Engineer best practices and application architecture and improve time to value

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