



SERVICES PROFILE

On-Site Corrective Assistance (Critical)

Emergency Support at Your Plant from an AVEVA Technical Expert

For customers at the Premium and Elite levels of the AVEVA Customer FIRST Program, we provide a commitment to mobilize a technical expert to your facility within defined response times. Deploying an expert to your site in such situations is typically a billable activity with a dedicated resource focused on resolving your critical issue(s).



Value

Emergency plant situations (commonly known as P1's) can impact production and result in significant safety concerns and possible financial losses. In such situations, resolving the situation and restoring production are high priorities. With this offering, you have the assurance that an AVEVA technical expert will be en route to your facility within the commitment period (Premium: 24 hours; Elite: 4 hours).

This means an expert will be at your facility at a precise time to work with your team and focus solely on incident resolution and restoring your production system.

What's Included

- A priority conference call with our team ensuring that the relevant technical expert is dispatched to address your specific challenges and that any site access and safety requirements such as personal protective equipment (PPE) are reviewed
- An expert at your site for one (or more) days working with your team to restore your production 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.

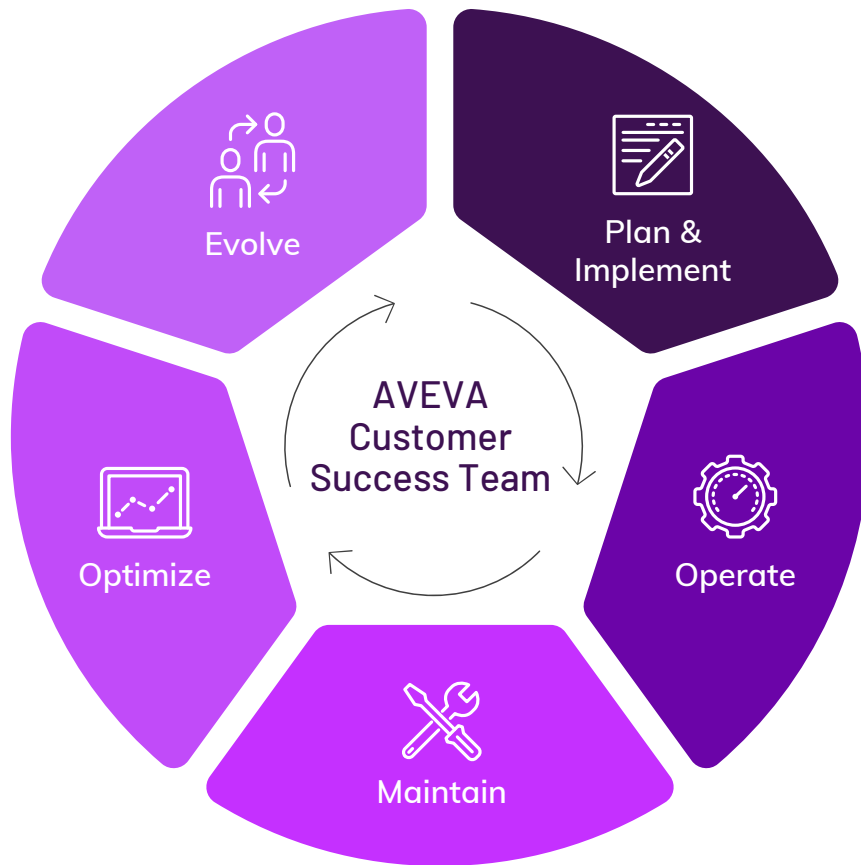
Plan & Implement – Engineer best practices and application architecture and improve time to value

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