

SERVICES PROFILE

On-Site Corrective Assistance (Non-Critical)

Restore Your AVEVA Solution to Optimal Performance

This offering provides you with access to an on-site technical expert who will work to resolve persistent, non-critical issues with your AVEVA solution that may have been introduced over time, essentially restoring optimal performance to your system.



Value

System degradation can occur over time when systems are not effectively maintained. Changes to the system after commissioning can have unforeseen and have potentially negative impacts on the performance of your AVEVA solution. Our On-Site Corrective Assistance service is a cost-effective and expedient way to return your system to peak performance. You get an AVEVA technical expert to help resolve a specific problem(s) that may impact runtime reliability, usability, safety, security or general system performance. It also provides your team with an opportunity to directly engage with the technical expert to discuss challenges or implementation of best practices that may further enhance the value of your AVEVA software.

What's Included

- A pre-visit call with your technical expert to discuss service expectations and ensure the expert is prepared to address your specific challenges, as well as review any site access and safety requirements such as personal protective equipment (PPE)
- A technical expert at your facility to resolve outstanding issues and showcase opportunities to further enhance your AVEVA solution
- 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.

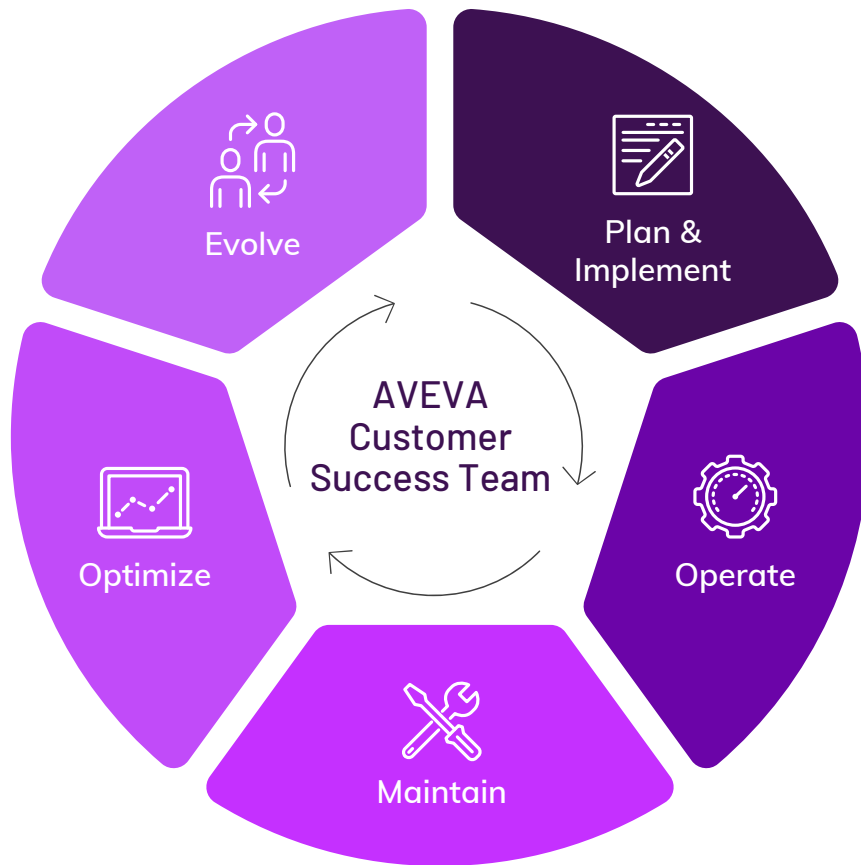
Plan & Implement – Engineer best practices and application architecture and improve time to value

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