



SERVICES PROFILE

Scheduled System Mode Switch Assistance (OASyS SCADA)

Reduce risk and increase confidence in mode switch operations

An operational mode switch is a SCADA action that transfers primary SCADA system control from one control site to another control site. It is a crucial operation in disaster scenarios, maintenance, and network or power outage situations to restore operational control back to SCADA users. With this offering, an AVEVA technical resource provides specialized support for your testing, troubleshooting, and execution, and general advice during a planned mode switch operation.



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.

Your success with OASyS SCADA mode switch operations begins with AVEVA expert assistance. This offering includes the engineering effort to leverage AVEVA personnel for 1 day (8 hours) of active engagement to assist in mode switch operations and 4 hours engineering effort for planning support during the mode switch operations; this can include documentation or procedural review prior to the mode switch.

AVEVA's assistance in planning and executing mode switch operations regularly aids in mitigating client risk through organizational readiness when transferring operational control of SCADA operations from a primary control environment to a backup control environment. Ensuring mode switch best practices and procedures are executed frequently and consistently lessens client operational impact and produces more predictable outcomes.

Value

- Reduce risk and increase confidence in OASyS SCADA mode switch operations; get assurance that proven best-practice approaches are employed during the mode switch with minimal impacts to your operations
- Reduce human error scenarios and unknown system functionality without incurring additional undesirable operational costs associated with a mode switch
- Leverage planning activities to best suit your organization-specific needs by surrounding mode switch operations with an AVEVA professional
- Lower total cost of ownership; the planned mode switch operation is leveraged to ensure any future unplanned mode switch operations complete with an expected positive outcome

What's included

- Engagement in planning mode switch activities and expert review of steps to safely perform a mode switch
- Identification of potential risks and recommendation on corrective action plan
- Skilled hands-on assistance for a mode switch operation

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.

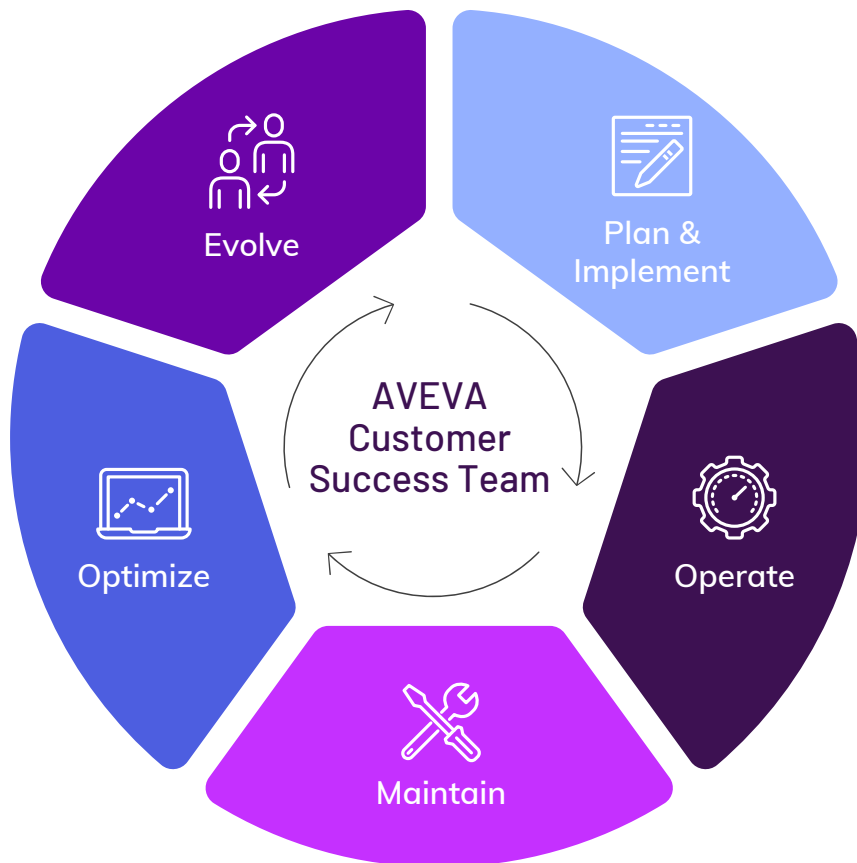
Plan & Implement – Engineer best practices and application architecture and improve time to value

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