



SERVICES PROFILE

Tech Note Execution

Get technical assistance from a knowledgeable, experienced AVEVA resource

Tech Notes are documents provided by AVEVA Global Technical Support in order to install, configure, optimize, and/or diagnose AVEVA software and other dependent software. This offering provides you with guidance and support from an AVEVA technical resource to assist with the steps described in any given Tech Note.

The right installation and configuration are critical to success

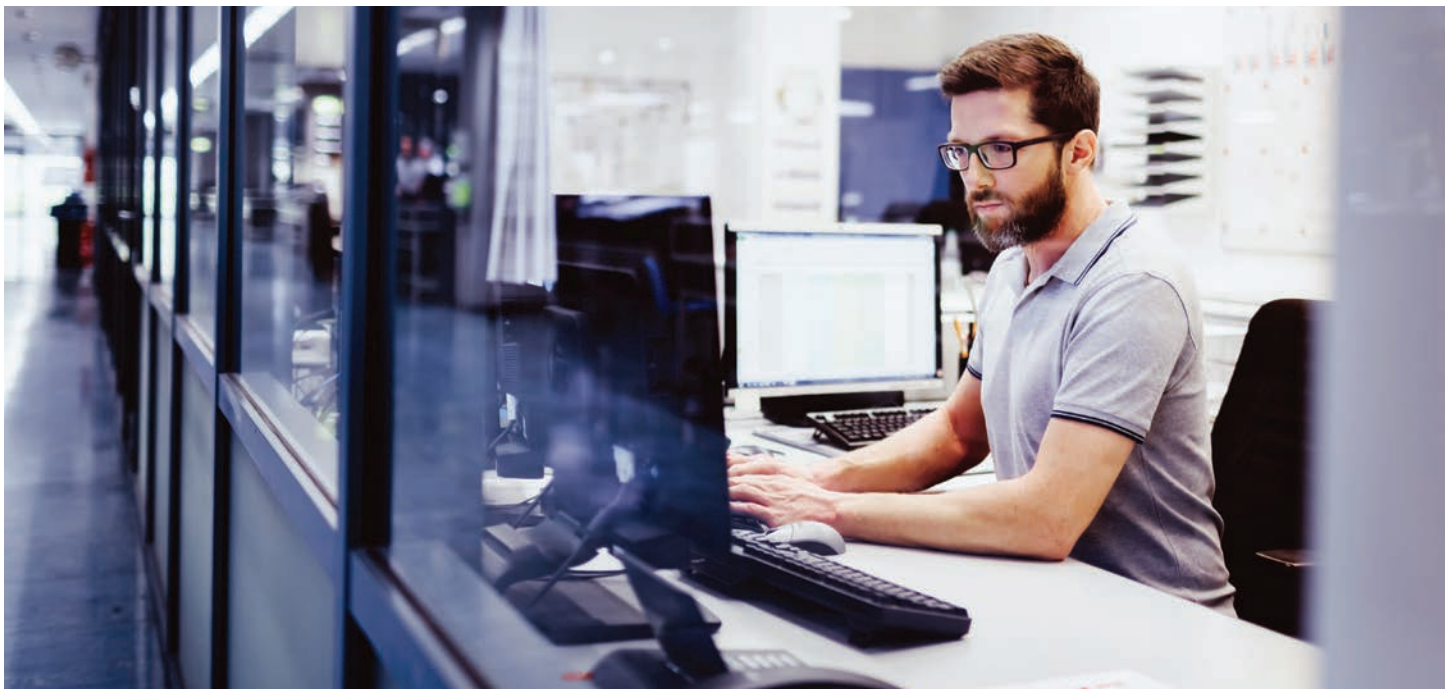
Value

- Risk reduction and time savings, as the AVEVA technical resource is knowledgeable of both your AVEVA software and required operational environment to assist with the Tech Note execution
- Assurance that best-practice approaches (logical progression) are employed following the steps described in the Tech Note and with minimal impact to your business and production system
- A contingency resource should emergency restoration, rollback or recovery be needed

What's included

- Review of existing industrial control system architecture and software version information to assess Tech Note applicability
- Assist with backups when applicable

- Methodical execution of the Tech Note and provided instructions following best practices for minimizing production interruption
- Confirmation of successful execution of the Tech Note when possible
- Standby support during return to operations immediately following the changes implemented as described in the Tech Note
- When applicable, confirmation that the Tech Note has resolved the issue intended
- Troubleshooting support in case issues arise following the Tech Note execution
- Emergency rollback to previous configuration, when applicable, if changes made introduce new issues to the 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.

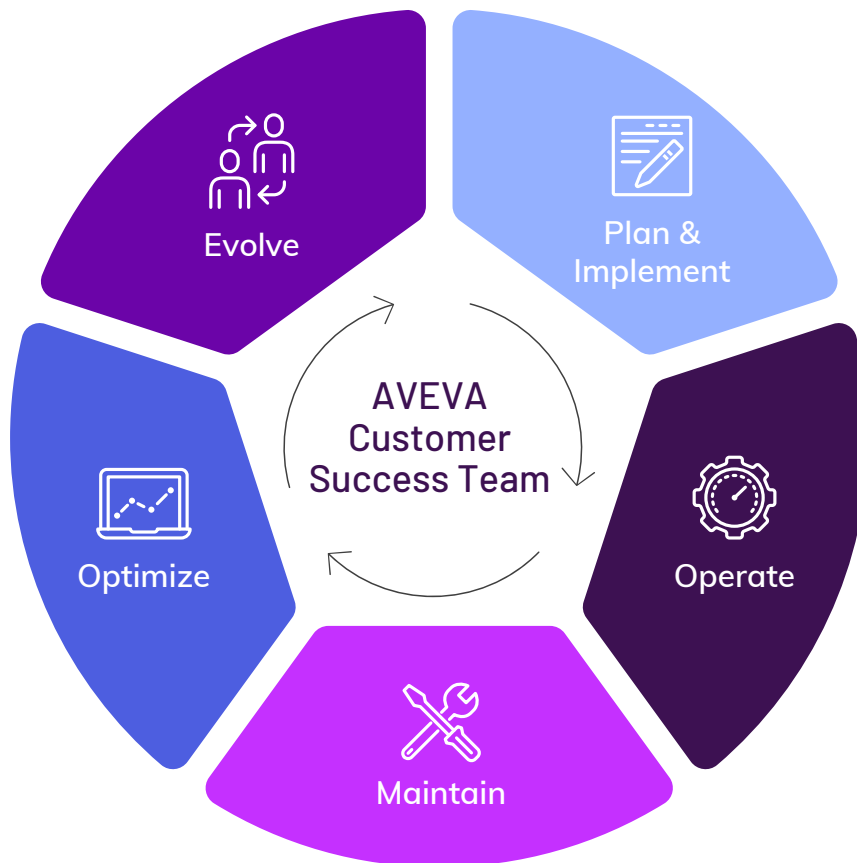
Plan & Implement – Engineer best practices and application architecture and improve time to value

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