



SERVICES PROFILE

Version Upgrade and Migration Assistance

Let an AVEVA Technical Expert Direct Your Project

This service provides strategy, guidance, and technical and engineering support from an AVEVA technical expert to upgrade and/or migrate your installed Wonderware or Citect SCADA software and related software and hardware in your production environment.

Ensure a Successful Wonderware or Citect SCADA Implementation

Value

Version upgrades and migrations help protect your investment by keeping your AVEVA software “state-of-the-art,” so you can quickly and efficiently respond to business challenges and opportunities. This offering minimizes risk by providing an AVEVA technical expert to direct your version upgrade/migration project. You get the assurance that best-practice approaches (logical progression) are used so the upgrade/migration is done correctly and with minimal impact to your business. Knowledgeable guidance helps ensure on-time commissioning of your new version, minimizing any production interruption or downtime. Our expert will troubleshoot and help resolve issues during the commissioning of the new version and immediately after.

What's Included

- Review of operating system, MS SQL and other supporting software compatibility with your new version
- Review of server needs and hardware specifications to meet the requirements of the new version and solution architecture
- Review of hardware architecture for appropriate deployment of the new version (physical vs. virtual machines, etc.)
- Review of software and/or features newly available within the installation of the new software that you can leverage to enhance your system
- Review of licensing – if moving from AVEVA’s legacy licensing model to our new activation-based licensing model
- Review of documented upgrade procedures and strategies, including emergency rollback, application backup, and redundancy to prevent production interruption, etc.
- Highlight area(s) of the new version that could potentially impact your application (e.g., significant changes such as deprecated or obsolete functions and architectural changes)
- Report providing guidance and topics for consideration prior to migration
- Standby support and technical troubleshooting during migration and commissioning of the production system and immediately following migration
- Expert migration guidance for versions without a direct migration option
- 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.

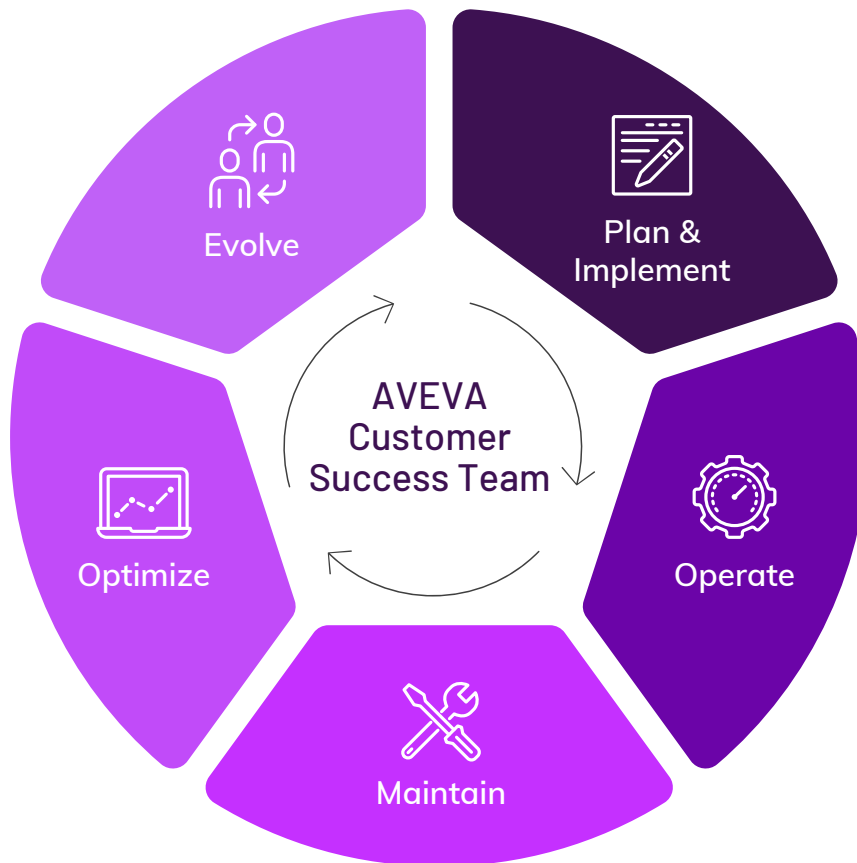
Plan & Implement – Engineer best practices and application architecture and improve time to value

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