



## SERVICES PROFILE

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# Implementation Consulting

## Ensure successful AVEVA software deployment

This time-based consulting service provides an AVEVA technical expert to ensure best practices are engineered into your solution for smooth and successful commissioning of new projects, and maintenance and evolution of existing projects.

# Get the maximum benefit from your AVEVA solution

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## Valuable component services

Implementation Consulting helps ensure your project is completed successfully and that your solution is set for long-term reliability and stability with minimal ongoing maintenance cost. An AVEVA technical expert accomplishes this by fostering a close working relationship with your System Integrator or deployment team and AVEVA Global Customer Support. Implementation Consulting is time-based and typically varies from 2-12 weeks depending on the specific component services you select, which include:

- **Design and architecture review** – for new systems or upgrades, ensures post-implementation efficiencies, drives adoption, and allows you to achieve the maximum benefit from your AVEVA solution.
- **Pre-launch health check assessment** – reduces risk and unnecessary costs by resolving performance issues prior to commissioning your production system.
- **Integration review and compatibility assessment** – assures the integrity of your business processes in accordance with your work orders.
- **System security audit** – reduces risk and business impact by safeguarding your systems from malicious cyber and other threats.
- **Custom requirements** – addresses your unique project requirements and objectives with implementation consulting that provides technical and strategic direction.



# 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.

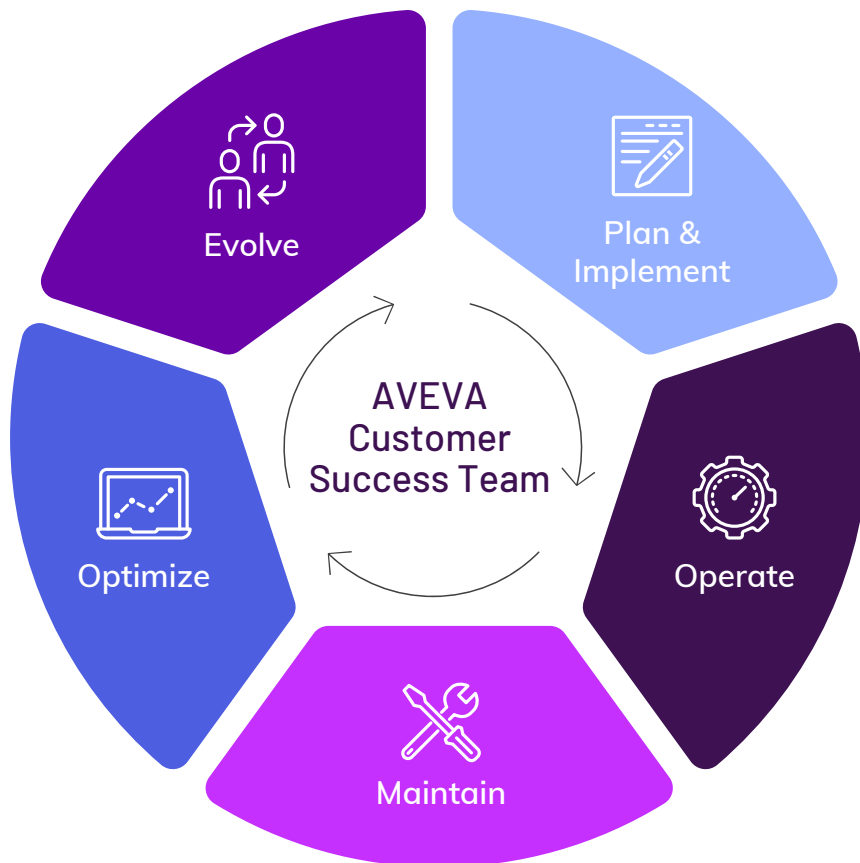
**Plan & implement** – Engineer best practices and application architecture and improve time to value

**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 at [aveva.com](http://aveva.com)