

## TOPServer & KEPServerEX Expertise Services

Whether you are the end user, a system integrator with many tasks and not enough staff, or a machinery OEM implementing connectivity to your Wonderware systems, our expertise services help you accelerate your project, improve learning, and reduce risk.

Software Toolbox's team has worked tens of thousands of Wonderware implementations using either our TOP Server or KEPServerEX since 1996. Everyone technical on our team receives specialized training on how these device integration technologies interoperate with Wonderware products, how to optimize them, and troubleshoot them.

If you purchased your TOPServer or KEPServerEX license from Software Toolbox, then of course you have access to standard product support with your inclusive support & maintenance agreement which provides world class support for your investment. For situations where you need more than standard support, you need extra personalized attention, maybe even someone to just get the product configured for you, you can use our services for personalized configuration jump starts, coaching, and help. Even system integrators who are often stretched for resources, use our services to help them reduce risk, stay on track, and optimize solutions.

Even if you didn't purchase your TOP Server or KEPServerEX from Software Toolbox, you are welcome to use our services to aid you for the same things and more! Put our expertise with Wonderware and device integration to work for you to maximize your results.

Our easy to consume services are available in as little as 1 hour increments, with economical bundles for larger blocks of time.

SKU's

41999601 – Consulting Expertise Services, 1 hour

41999602 – Consulting Expertise Services, 4 hours

Contact us on [support@softwaretoolbox.com](mailto:support@softwaretoolbox.com) for larger time allocations or on-site services.

### Expertise Service Examples:

- Review requirements and provide 1-1 coaching on how to best configure the TOPServer or KEPServerEX
- Review requirements and implement the TOP Server configuration and train user/integrator on how to maintain & support
- Review and advise and/or implement configuration optimizations
- Review a list of protocols for a project and advise on implementation requirements to aid integrators in bidding a project accurately.
- User/Integrator specific training related to specific protocols/projects
- Troubleshooting for users not on support & maintenance agreements with Software Toolbox

Feature	Benefit
Priority access to highly experienced engineers to help with your TOP Server & KEPServerEX configuration tasks	Reduced project implementation time, reduced risk

Assistance via Webex Remote Desktop Sharing	Short lead time access to customized help, without the expense of travel and time to wait for someone to come to site
Flexible usage of time blocks - Use the time you purchase how you want, easily purchase incremental time as needed.	Achieve your specific goals and meet your specific needs without paying for anything you won't use.
Configuration delivered in re-usable TOPServer or KEPServerEX configuration files that allow for integrator & user to self-support & maintain	Risk free, as user/integrator has ability to maintain and support the configuration going forward. Our services can be used for future modifications, but are not required. You are in control of the choice.