

## SERVICES PROFILE

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# AVEVA<sup>™</sup> Customer FIRST Program: Improve Operational Performance

The AVEVA Customer FIRST Program is a flexible portfolio of services that help protect and extend the value of your AVEVA products and solutions across their entire lifecycle. A Customer FIRST Agreement establishes a formal service relationship with AVEVA, enabling access to the latest software upgrades and providing expert technical assistance, optional success-based services and self-help tools to help you improve your operational effectiveness.



### Business value

Customer FIRST members enjoy the many benefits of a closer relationship with AVEVA.

- Innovative software upgrades and maintenance
- Expert technical support resources
- Robust on-line knowledge base and self-help tools
- System management and optimization services
- Valuable entitlements including discounts on training and consulting

### Overview

Budgets and resources are thin, but the challenge to improve efficiency, drive revenue and increase profit remains.

Businesses need innovative ways to get more out of their operations by applying the perspective to look beyond yesterday's problems and the ability to apply skills and experience to make changes today that improve performance into the future.

Customer FIRST is not just technical support, it's a comprehensive program to help you manage your systems and improve your operational performance.

### Operating at peak performance is critical to your success — Customer FIRST can help

Peak performance means moving from reactive to proactive, to stop reacting to production issues and to start proactively avoiding their occurrence. Dealing with outages rather than planning and avoidance, saps your resources and makes you too reliant on what happened yesterday.

Customer FIRST provides you with services to prevent problems from occurring with powerful remote monitoring to detect the first signs of any trouble so that incidents aren't just fixed – they're avoided.

Peak performance is a continuous process, not a project, and that means insightful planning and professional execution. It means information for sound decisions, and it means expertise to assure success.

Customer FIRST gives you access to expert professionals who can work with your teams to assist and inform your planning efforts and ensure that you plan in concert with our evolving technology roadmap. It provides training resources to equip your teams with the skills they need. Customer FIRST also provides you with usage KPIs and health check reporting to help you focus on what is important.





Across plants, across cities, across continents, you need to get greater operational synergies. At every level of your operations you need to avoid lost production through non-optimal performance. Wherever you do business, you need to maximize performance by minimizing downtime.

Customer FIRST gives you access to a global organization with a local presence and online resources to help different parts of your organization collaborate for success. Customer FIRST provides services to tune and ensure the optimum performance of your AVEVA software and solutions.

Peak performance also means performance in the business world. Failure to meet contractual obligations or quality expectations to customers, or failure to meet regulatory requirements can have huge legal and reputation consequences for your business.

With Customer FIRST membership, you can be assured of the best possible help to plan, commission, optimize and protect your critical systems. Customer FIRST gives you access to 24/7 support and guaranteed response-time on-site assistance.

### **Customer FIRST – our mission: your success**

Customer FIRST membership gives you access to award-winning technical support, software maintenance services, lifecycle management and system management services, training and consulting services, and much more.

Customer FIRST provides you with comprehensive services and flexible options to choose exactly the right kind of program to suit your business needs and help you to improve operational performance.

For more information, please visit our website at [aveva.com](https://www.aveva.com) or speak with your AVEVA sales representative.