AVEVA

AVEVA™ Customer FIRST Program: Maximize Software Asset Performance

Downtime costs businesses millions of dollars – Customer FIRST support gives you options to maximize productivity by keeping your operations running smoothly.

Outages, both planned and unplanned, are costly. Businesses increasingly need to employ effective pre-emptive strategies to reduce risks and employ efficient and effective resourcing strategies to ensure that non-productive time is kept to a minimum.

The AVEVA Customer FIRST Program is not just technical support. It's a comprehensive program to help manage and maximize the performance of your AVEVA software assets.

Comprehensive services

Customer FIRST is not just technical support, it's a comprehensive software maintenance and support services program to help you optimize your AVEVA software systems and ensure operations are running smoothly.

Real value

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

- Responsive services 24/7/365
- Depth of expertise
- Continuous performance monitoring
- Proactive planning
- Software upgrades and maintenance

These important elements make Customer FIRST membership an essential part of your business success.

Downtime hurts — Customer FIRST can help

Even the most reliable software and equipment requires downtime, perhaps for routine maintenance, preventive maintenance, upgrades or replacement. You need to ensure that downtime is kept to a minimum and that there is minimal production loss as a result. What's more, extended downtime presents other risks to your business such as failing to meet contractual obligations to your customers and the loss of business that may ensue.

Customer FIRST provides you with access to software maintenance and updates and comprehensive lifecycle management services to help ensure that your AVEVA software runs reliably and trouble free.

Managing your software and keeping it up-to-date can be a time consuming process, from simply keeping track of what software and licenses are installed, to patching existing software versions with the latest service packs and updates. Software Asset Manager is a software application that efficiently discovers and reports on installed licenses and can be used to quickly assess installed software versus the most current version, and with a click customers can obtain the very latest software.

Recovery time is critical, and any delays in acquiring expertise required to quickly resolve problems can have a significant negative financial impact on your business. Customer FIRST also gives you access to AVEVA technical resources to help ensure that your system is back to capacity in as short a time as possible. Our world-class global service organization is available locally, so the help you need is never far away.

Customer FIRST gives you access to AVEVA™ System Monitor, a software application installed at your plant, that continuously monitors your applications and system hardware, identifies upset conditions and alerts you to potential issues before they manifest into real problems. Optional professional services give you

access to experts to install, configure and maintain AVEVA System Monitor onsite for you, monitor your solutions 24/7/365, and fine-tune your applications annually for maximum performance.

Software asset performance is not just about maximizing availability though; you need to ensure that your AVEVA software is working at its full potential. You also need to minimize the risk to your business of missed schedules, poor quality or regulatory violations, with the business consequences that may follow.
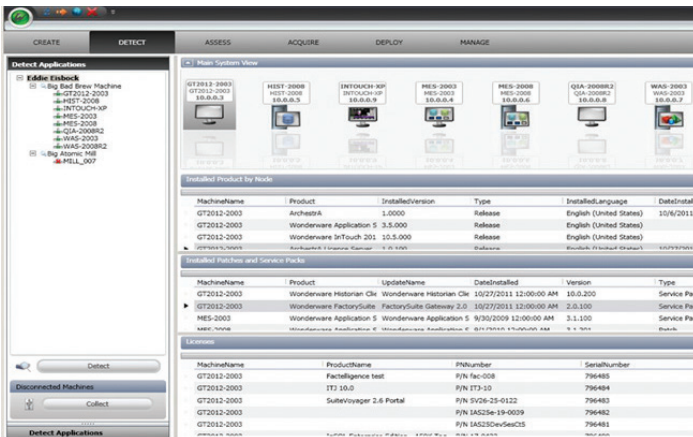
Customer FIRST – our mission: your success

Customer FIRST membership gives you access to award-winning technical support, hardware and 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 maximize software asset performance.

For more information, please visit our website at aveva.com or speak with your AVEVA sales representative.

Software Asset Manager

AVEVA

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