



SERVICES PROFILE

AVEVA™ Customer FIRST Program: Protect Critical Software Investments

Businesses have a need and a responsibility to maintain their software systems as critical parts of their business. Customer FIRST helps to extend the life of your assets with effective support and service.

If you are like most of the businesses that we talk to, you are under incredible pressure to ensure that you are getting the very best return on your investments, including the significant investments you have in systems from AVEVA.

The AVEVA Customer FIRST Program is not just technical support, it's a comprehensive program to help protect your engineering investments and extend the application lifecycle 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.

No more business as usual – Customer FIRST can help

You have made important decisions to invest in, and exploit, the latest systems and technology to gain a competitive advantage and maximize performance. You need to take every possible measure to protect those investments into the future and ensure that they are delivering the best possible return to your business. With such investments, your physical assets need to operate reliably and with longevity.

Customer FIRST provides you with access to great hardware maintenance, software maintenance and comprehensive lifecycle management services to help you with efficient and well-managed deployment of the latest technology for optimal performance.

With budgets always under pressure, your maintenance costs need to be contained and the necessary skills and expertise to meet the needs of your business can be expensive to keep in-house.

Your Customer FIRST membership will give you back control of your maintenance costs, with services designed to help you minimize in-house costs while providing you with guaranteed availability of essential and critical resources to improve the agility of your business.

After years of downsizing and the industry-wide problem of an aging and retiring workforce, it is increasingly difficult to find the essential skills and experience necessary to properly maintain and utilize your software application. Furthermore, once you have your staff trained and adept on your software application, the last thing you want to do is a complete replacement.

Continuous evolution of your system(s) extends the operational lifecycle of your software, helping you extract maximum value while ensuring business continuity and reducing your cost of operations.



With access to the right expertise in the right place at the right time, Customer FIRST helps you to contain personnel costs, while improving service levels and freeing your most valuable resources to focus on new opportunities for improvement and growth.

And if that were not enough, you need to constantly plan for the future with effective management of your system lifecycles, anticipating their eventual retirement and replacement at a time that suits the needs of your business.

Current, well maintained software provides greater productivity over an extended working life to increase the return to your business. The services you get with your Customer FIRST membership will help you to efficiently and effectively maximize equipment lifecycles.

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 protect your critical investments.

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