

SERVICES PROFILE

AVEVA[™] Customer FIRST Program: Reduce Total Cost of Ownership

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

Saving money is always important and Customer FIRST helps you save money over the long term with innovative discounts and flexible funding options.

Businesses are operating under extraordinary financial constraints: budgets are limited, cash flow must be predictable and conservative, and administrative overhead to win necessary approvals can be a significant burden.

Customer FIRST is not just technical support, it's a comprehensive program to help you manage your systems and help you reduce your total cost of ownership.

Containing costs is difficult – Customer FIRST can help

The prevailing economic climate continues to exert pressure to reduce costs and to justify every expenditure. Operating budgets are finite and have to be efficiently allocated, yet unplanned costs come at you from all directions.

- Customer FIRST helps to protect you from unexpected costs while providing you with the means to ensure reliable operation of your software and applications. Customer FIRST also helps lower your overall costs by delivering savings from downtime avoidance, savings from accelerated downtime recovery and savings on technology upgrades.
- CFOs insist on rigorous justification for unplanned expenses, and you need to justify unscheduled expenses every time the unexpected occurs.
- Watching your cashflow is also important and it helps to spread payment for parts and services over time to meet your schedule.
- Customer FIRST gives you access to innovative flexible funding options for your software services and training needs. Flexible funding makes it easy to manage project budgets and simplify planning and purchase of anticipated expenses.

Customer FIRST – our mission: your success

Customer FIRST membership gives you access to award-winning technical support 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 reduce your total cost of ownership.

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

