

AVEVA

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# AVEVA™ Customer Success Accelerator Catalog



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# AVEVA Customer Success Accelerators

Success Accelerators are targeted, short-term services crafted to deliver specific and tangible outcomes. They provide access to advanced AVEVA product expertise to address both technical and operational challenges you may have across all lifecycle stages of your AVEVA software.



- **Expertise on-demand** – we offer expert consulting, resident engineering, and experts on call to help you with short-term tasks or long-term strategic projects.
- **Easy to purchase, rapid results** – Accelerators are fixed-scope, fixed-fee services, so you know exactly what you get and the price you pay.
- **Budget-friendly and time-sensitive** – Accelerators provide the services you need to meet project timelines and stay within budget.
- **Plan, design and go live with confidence** – engineer best practices into new projects, implement enhancements to application architecture, prepare for commissioning, and/or leverage experts on standby when you go live with new applications.
- **Operate and maintain effectively** – develop in-house skills with training and personalized guidance, or we can augment your team with AVEVA expert resources.
- **Optimize and evolve your business** – innovate and transform your business to meet changing market demands and evolving business challenges.



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## SERVICE PROFILE

## Annual System Health Review

### Summary

The Annual System Health Review is designed to help you get the most from your AVEVA applications and related systems, increasing your return on investment and providing you with confidence in your plant operations. It provides expert technical resources to comprehensively assess and baseline your current production system (hardware, AVEVA software, ancillary software, network, etc.) and its operating performance, identify potential concerns that may exist and provide recommendations to return your system back to peak performance.



### Value

An Annual System Health Review is critical to identify problem areas in your application. Your technical expert will analyze the performance of your AVEVA system and provide recommendations to resolve any existing IT/OT problem(s) across your production system and restore your system's runtime reliability, usability, safety and security, resulting in increased production yield and revenue. Once your system's performance is reviewed and baselined, the expert will engage directly with you and your team to discuss your site's specific challenges and implementation of best practices to further improve the performance of your production system.

### What's Included

- Data collection: infrastructure and architecture information (hardware, OS, network); health indicator information (ObjectViewer attribute monitoring); health and performance information for ancillary software; relevant software log files (AVEVA software, OS, MS SQL, etc.).
- Analysis of data collected – the infrastructure and configuration are evaluated, the health of the hardware and software is assessed, and all warning and error logs are reviewed.
- Resolution of identified issues – the AVEVA technical expert will work with you to resolve issues impacting your system performance. Uniquely available with this offer, AVEVA Research and Development team members are able to participate in analysis, if needed.
- Health Review Report detailing findings and recommendations to improve system health and performance.

## SERVICE PROFILE

## Annual System Health Review with AVEVA™ System Monitor

### Summary

Expert technical resources will comprehensively assess and baseline your current production system (hardware, AVEVA software, ancillary software, network, etc.) and its operating performance, and identify potential concerns that may exist. You also get use of AVEVA System Monitor to continuously monitor your AVEVA applications and system hardware, identify upset conditions and alert you to potential issues before they manifest into significant problems.



### Value

A technical expert will analyze the performance of your AVEVA system and provide recommendations to resolve any existing IT/OT problem(s) across your production system and restore your system's runtime reliability, usability, safety and security, resulting in increased production yield and revenue. The expert will also engage directly with you to discuss your site's specific challenges and implementation of best practices. AVEVA System Monitor will then continue to run and provide proactive, automated notifications of any issues that may develop – in context, with pinpoint error detection.

### What's Included

- Data collection: infrastructure and architecture information (hardware, OS, network); health indicator information (ObjectViewer attribute monitoring); health and performance information for ancillary software; relevant software log files (AVEVA software, OS, MS SQL, etc.).
- Analysis of data collected – the infrastructure and configuration are evaluated, the health of the hardware and software is assessed, and all warning and error logs are reviewed.
- Resolution of identified issues – the expert will work with you to resolve system issues.
- Installation, general configuration, and general training of AVEVA System Monitor.
- Use of AVEVA System Monitor for one year (renewable annually with the purchase of another Annual System Health Review) to help maintain system health and keep operations running smoothly.
- Health Review Report detailing findings and recommendations to improve system health and performance.
- List of recommended attributes and parameters for monitoring by AVEVA System Monitor.

## SERVICE PROFILE

## Application Design and Architecture Consulting

### Summary

Ensure your solution is designed and engineered using best practices. An AVEVA technical expert will review your AVEVA software solution and supporting infrastructure and provide recommendations. This service will identify potential configuration- or deployment-related issues early in the application lifecycle and prior to commissioning for a solution that supports your long-term business requirements. Whether you are developing your solution in-house or



using a third-party System Integrator, a thorough application design and architecture review can be instrumental, especially for large, complex and/or distributed environments. Considerations include: security, performance, reliability, availability, flexibility, scalability, and maintainability.

### Value

- Lower project costs caused by undetected design problems
- Save time and money by avoiding runtime and system performance issues
- Minimize total cost of ownership and optimize return on your IT/IS investment
- Reduce risk by knowing your solution is designed to achieve the project's goals and objectives

### What's Included

- A call to coordinate what is needed from you to perform the service (access, logistics, etc.)
- Obtain and review requirements, definitions, high-level designs and detailed designs for the AVEVA solution and environment
- Review of the application architecture against AVEVA standards and identification of potential risks and areas of concern
- Compliance/minimum hardware specifications
- Redirect engineering design, and effort to apply AVEVA best practices
- Identifying skills required to implement the proposed architecture
- Formal report-out meeting accompanied by an Architecture Review Document, a detailed summary of the engagement, findings and recommendations

## SERVICE PROFILE

## Asset Performance Management Maturity and Business Context Assessment

### Summary

An expert guided assessment to establish the current state of Asset Performance Management (APM) maturity and business context with a 3-year roadmap for future optimization.



### Value

- Gain a clear understanding of the current state maturity of APM within the current business context
- Benchmark against relevant industry peers
- Identify APM improvement opportunities that provide the quickest financial return
- Optimize APM performance based on a comprehensive action plan guided by industry best practices with tangible development steps for people, processes, systems, and data (IT and OT)
- Establish a long-term APM strategy based on expert recommendations provided through a 3-year roadmap
- The AVEVA APM 4.0 Framework is fully ISO55000/PAS55 compliant

### What's Included

- Introductory meeting with the local management team
- Collection and analysis of pre-assessment data captured through a questionnaire
- Personal interviews with key individuals
- Review and analysis of business processes and core systems based on historical data
- Presentation of the maturity report and 3-year roadmap with prioritization of business value estimations and calculations



## SERVICE PROFILE

## Asset Performance Management Maturity Assessment

### Summary

An expert guided assessment to establish the current state of Asset Performance Management (APM) maturity with a 3-year roadmap for future optimization.



### Value

- Gain a clear understanding of the current state of APM maturity
- Identify APM improvement opportunities that provide the quickest financial return
- Optimize APM performance based on a comprehensive action plan guided by industry best practices with tangible development steps for people, processes, systems, and data (IT and OT)
- Establish a long-term APM strategy based on expert recommendations provided through a 3-year roadmap
- The AVEVA APM 4.0 Framework is fully ISO55000/PAS55 compliant

### What's Included

- Introductory meeting with the local management team
- Collection and analysis of pre-assessment data captured through a questionnaire
- Personal interviews with key individuals
- Review and analysis of business processes and core systems based on historical data
- Presentation of the maturity report and 3-year roadmap

## SERVICE PROFILE

## Asset Performance Management Maturity, Business Context, and Asset Condition Assessment

### Summary

An expert guided assessment to establish the current state of Asset Performance Management (APM) maturity, business context, and asset condition with a 3-year roadmap for future optimization.



### Value

- Gain a clear understanding of the current state maturity of APM within the current business context including a review of asset condition
- Benchmark against relevant industry peers
- Identify APM improvement opportunities that provide the quickest financial return
- Optimize APM performance based on a comprehensive action plan guided by industry best practices with tangible development steps for people, processes, systems, and data (IT and OT)
- Establish a long-term APM strategy based on expert recommendations provided through a 3-year roadmap
- The AVEVA APM 4.0 Framework is fully ISO55000/PAS55 compliant

### What's Included

- Guided preparation and planning
- Data inquiry guided by expert consultants, meeting structures set up, and a detailed activity agenda
- Off-site data analysis, desktop research combined with on-site inspections, interviews, and validation meetings
- Report and roadmap presentation with your team; each roadmap implementation step will be underpinned and prioritized according to business value estimations/calculations

## SERVICE PROFILE

# Asset Performance Management Quick Equipment Strategy Assessment

## Summary

An expert guided assessment provides quick insights on the optimization potential for specific equipment, an equipment type, or a small cluster of equipment. The service reviews equipment performance behaviors and reflects against specific costs patterns, typical failure behavior, overall risk, and strategies deployed.



## Value

- Act on immediate advice regarding gaps in data coverage or quality, with feasible methodologies for optimization
- Gain insight into the overall criticality of equipment in relation to the operation
- Identify dominant points of failure that may contribute to potential unplanned shutdowns and other undesired downtime
- Establish optimized maintenance and operational strategies to maintain the asset(s) based on current operational practices, with evidence to support recommendations

## What's Included

- Customer subscribes to a cloud-based data analysis platform
- Expert guidance through data upload requirements for specific analysis
- Analysis of customer data trends, patterns, and exceptions
- Report with underpinning of analyses, advice on practices/methodologies, and recommendations for improvement.
- Continued support through next improvement steps can be requested

## SERVICE PROFILE

## AVEVA™ Asset Information Management - Data Model and Data Readiness Workshop

### Summary

The AVEVA Asset Information Management solution enables you to capture and work with information of all types and from all sources, including documents, drawings, 3D models, and operations databases. This workshop will assist you with the discovery of data, documents, and information to prepare for and transition to AVEVA Asset Information Management.

Workshop output includes:

- A summary of the data model and data sources, including suitability for AVEVA Asset Information Management
- An initial recommended approach for the preparation of source data and documents for loading into the service, including any client-side extract, transformation, and load (ETL) needed
- An estimation of project activities and AVEVA assistance required for the consolidation and transformation of data into data contract format comprising registers for tags, documents, events, and associated data
- Guidance and support for the setup of a staging area for uploads and the configuration of AVEVA™ DriveSync



### Value

The workshop will help you benefit from AVEVA's experience with Asset Information Management and the techniques and processes required to discover and extract data from multiple locations and systems of record. The workshop will discuss the process for data import into the service and how to establish data relationships to provide connectivity between objects for searching, navigation, and visualization of information. Workshop recommendations and output will help you accurately prepare a detailed plan for the transition and adoption of AVEVA Asset Information Management. Our report will include an estimation of the effort, duration, and resources required, plus recommendations for validation to identify data quality or data dependency issues or gaps. You will also receive expert guidance for data load design and ETL, as well as support and assistance during the critical deployment stage of your project.

## What's Included

- Orientation call to cover ETL and concepts, including the Data Contract, to establish the background, scope, and requirements
- Workshop planning based on scope and background
- Multi-day workshop at your site
- Review of systems of records, data, and document types, and a sample quality review
- Analysis of data relationships and dependencies for the consolidation of data from different systems of record
- Whiteboard discussion and concepts for ETL processes focusing on extraction, validation, consolidation, and transformation, including the use of a staging area
- Review of client skills and availability for ETL development, data load operations, and geographic/operational requirements
- AVEVA DriveSync upload utility and user guide
- A summary report with recommendations and an estimation of project activities to complete the ETL and initial data load into AVEVA Asset Information Management

## SERVICE PROFILE

## AVEVA™ Asset Information Management – Rapid Activation

### Summary

Get best-practice implementation assistance from AVEVA technical experts and the tools, processes, documentation, and support you need to quickly begin loading, displaying, searching, and navigating your asset information.



### Value

You get application implementation using best-practice configuration to enable key product features and expert “right the first time” guidance for data-load design and ETL (extract, transform, load). You also get support and assistance during the critical adoption stage of your project, including the escalation and management of any support incidents experienced during implementation, as well as documentation of the initial installation and configuration for ongoing support and management.

### What's Included

- Orientation and service overview for AVEVA Asset Information Management, including key concepts and features, and your key usage scenarios
- Validation of prepared registers in Data Contract format (from your ETL process) and Staging Area
- Setup of AVEVA DriveSync upload utility
- Support and guidance for uploading registers and files
- Introduction to load reports and how to interpret data/non-data errors and identify follow up actions
- “Quick start” training and materials covering main features, key scenarios, and exercises for display, searching, and navigation
- Implementation of all key features and configuration of up to five application administrator users
- Implementation documentation and handover, including two, 1-hour conference/online sessions to cover an introduction to the services, demonstration of key administrator functions, and questions and answers
- System documentation and user guides
- Setup of support channels with AVEVA Global Customer Support for user administration, service requests, and incident reporting

## SERVICE PROFILE

## AVEVA™ Contract Risk Management - Copy Data from Production to Test Instance

### Summary

Drive better decision making for your important capital projects. AVEVA Contract Risk Management is designed to meet the needs of Prime Contractors and Owner Operators involved in industrial capital project execution. This offering provides a regular scheduled copy of data from your Production to your Test environment.



### Value

AVEVA Contract Risk Management drives better decision making, protects capital investment, aligns teams, and improves profitability of your most important capital investments. Capital projects are historically risk-ridden, but AVEVA Contract Risk Management's built-in best-practice, claims management and attentive alert system enables greater efficiency and full project transparency, providing peace of mind, at all times. Customers typically use their Test environment for user training and validation of patches and upgrades. Depending on how you manage these activities, you may want to have data recently copied from Production in place on your Test environment.

### What's Included

This service is available to AVEVA Cloud customers, not to those running AVEVA Contract Risk Management on-premise. Activities at the agreed time interval (e.g., first Monday of the month) include:

- Verification that Production and Test are at the same patch level and remedy if they are not
- Copy last nightly full backup from Production to Pre-Production
- Restore Production database copy over Test database
- Reconfigure the newly restored Test database to work with Test website

## SERVICE PROFILE

## AVEVA™ E3D Design - Draw Labels Creation

### Summary

AVEVA E3D Design is the world's most technologically advanced 3D design solution for the process plant, marine and power industries. AVEVA can provide a set of activities to configure the labels libraries used in AVEVA E3D Design - Draw, allowing you to create drawings using a standard set of customer-defined labels.



### Value

The labels libraries feature has capabilities that improve the drawing-generation process:

- Enables extracted drawings to display custom labels you use as standard
- Permits usage of different label standards for diverse elements
- Makes it possible to add element information to the drawing by selecting the specific template label
- Improves the drawing production process by providing a wider range of customized labels
- Allows standardization of project labels
- Makes administration maintenance and enhancement easier through an organized and intuitive hierarchy for representation rules

### What's Included

- Detailed check of your standard documentation for labels that will be represented in drawings
- Check of your AVEVA E3D Design project to confirm all requirements for label configuration are available and ready for use
- Creation of libraries to store and organize the hierarchy of labels in your project, and creation of the text symbol template and the text template according to your requirements
- Test and validation of the configured data package to confirm the executed configuration meets your expectations



## SERVICE PROFILE

# AVEVA™ E3D Design Usage Optimization Consultancy

## Summary

AVEVA E3D Design specialists conduct three-day workshops to help customers maximize the utility of their AVEVA E3D Design implementation. Customers set the agenda by choosing from a library of topics based on specific interests and/or needs.

The engagement concludes with a report documenting discoveries, opportunities, recommendations, and suggestions for follow-up.



## Value

- Unlock efficiencies through the optimal use of AVEVA E3D Design's advanced features
- Increase productivity through integration, automation, collaboration, and infrastructure management
- Realize CapEx and OpEx benefits by compressing project schedules
- Institute best practices for design and administration
- Develop and implement strategies for maximizing utility

## What's included

- Consultants will conduct interviews in preparation for workshops
- Three-day workshops where the agenda is tailored to customers interests and/or needs
- On-site (three days) or remote (up to six sessions at four hours each)
- Engagement report documenting discoveries, suggestions, next steps, and proposed follow-up

## SERVICE PROFILE

## AVEVA™ Electrical – External Cable Sizing Calculations, Configuration and Execution

### Summary

Cable sizing and selection are among the most important design features of AVEVA Electrical for reliability, consistency, and safety. Cable systems are frequently used in challenging environments that can include extreme temperatures, hazardous areas, and/or abrasive applications. These conditions along with current carrying capacities, voltage drops and short circuit levels, and installation conditions, should be considered to ensure optimum cable selection. This service provides guidelines, and technical and engineering support to configure External Cable Sizing calculation templates according to your cable sizing standards, and installation required based on environmental conditions in AVEVA Electrical.



### Value

- Reduced risk – improper cable sizing and specification can result in serious consequences such as fire or even explosion.
- Cost savings and improved reliability – avoiding having to replace damaged equipment where the cable was not properly specified as well as potential downtime related to unavailable parts.
- Consistency – systematic, templated approach allows for repeatable, efficiently managed maintenance throughout your operations.

### What's Included

- Your project is reviewed and assessed with clear identification of configuration gaps.
- Required database view cable sizing attributes are created in your project.
- Project voltages, phase identifiers, and cable catalog selection rules are created.
- Checking of cable and material catalogs; if needed, help to create the catalogs will be provided.
- Identification of input and output variables, and appropriate mappings in the calculation templates.
- Once calculation templates are created, the calculation will be executed to find the optimum cable for the installation.

## SERVICE PROFILE

## AVEVA™ Engineering - Complex Database Views and View Sets Configuration Workshop

### Summary

This training event will assist you in the effective setup and use of complex Database Views and Database View Sets, reducing the time spent configuring an AVEVA Engineering project and maximizing the benefits derived from these features.



### Value

The workshop provides the training and guidance required to properly configure and create complex Database Views and Database Views Sets used to produce engineering deliverables and to efficiently visualize engineering elements in the grids. AVEVA's highly skilled and experienced staff will help you dramatically reduce time spent during project Grids and Deliverables configurations tailoring them for specific project scopes and workflows and increasing efficiency during the project execution.

### What's Included

- Pre-workshop call to understand project scope, workflows currently in place, Data model structure, and workshop goals
- Preparation of a suitable Data model sample to cover the main data structures captured during the pre-workshop call
- Workshop with the team presenting the Data model sample used to fulfill the goals

## SERVICE PROFILE

## AVEVA™ Engineering - Control Loop Drawing Workshop

### Summary

The Control Loop Drawing can be initially configured and generated at any time during project development, leveraging the vast available information in the project database. This workshop provides users with all the guidelines and requirements to effectively and efficiently configure and create Control Loop Templates and a Control Loop Drawing, and how to leverage them as entry points for data modifications. The workshop covers:



- Template Symbols with all the required intelligence (Connection Points and intelligent texts association), and Connectors Symbols which allow the interconnection between all the Template Symbols
- Customization processes for all the Electrical and Instrumentation settings which define the different characteristics of the component part of the Control Loop Drawing
- Creation of different Control Loop Drawing templates considering all project requirements
- Detailed check of database element interconnectivity which allows accurate deliverable generation
- Final deliverable generation with further explanation on how to include new elements

### Value

- Dramatically save time with comprehensive skills to efficiently develop Control Loop Templates and ultimately a Control Loop Drawing
- Increased confidence as you configure complex systems without the risk of compromising the implementation
- Improved reliability as the training ensures that your Control Loop Drawing incorporates all available data from the database, including interconnections

### What's Included

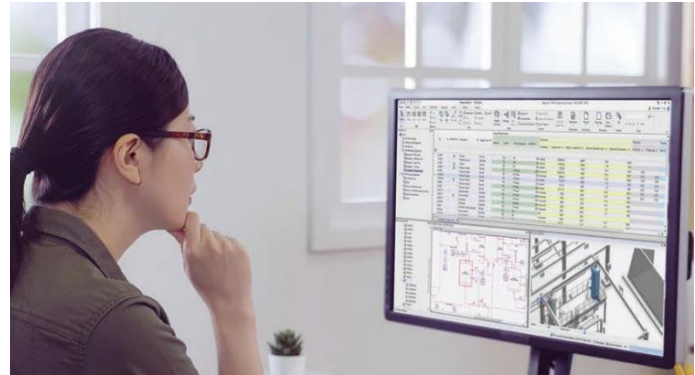
- Pre-training call to understand the database elements and data structure, and workshop expectations and desired outcomes
- Workshop event with the team
- Completion of the Control Loop Template and Control Loop Drawing

## SERVICE PROFILE

## AVEVA™ Engineering - Project Setup Optimization Workshop

### Summary

This workshop will ensure you are knowledgeable and capable of setting up and using AVEVA Engineering to maximize efficiencies during project execution. By taking a holistic view of project delivery and considering the use of AVEVA Engineering within your working practices, additional efficiencies centered around product integration may also be identified.



### Value

- Achieve your desired business outcomes.
- Maximize return on investment (ROI) by fully adopting and effectively operationalizing the software for rapid impact.
- Avoid/minimize cost and rework – be confident that your project is set up properly from the start.

### What's Included

- Pre-workshop call to capture your problems or issues for further consideration.
- Review of the operating environment and AVEVA Engineering usage within your workflows. If appropriate, interaction points with third-party products may also be considered.
- Detailed review of AVEVA Engineering.
- Functionality and technology changes within the specified AVEVA Engineering appropriate to your workflows will be highlighted.
- Consideration of current skill and experience levels within AVEVA Engineering and suggested training and upskilling activities.
- Identification of any other activities that may assist the efficient use of the AVEVA Engineering modules.



## SERVICE PROFILE

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# Installation of a stand-alone trainer system for AVEVA™ Enterprise SCADA

### Summary

AVEVA will install and configure a stand-alone trainer system for AVEVA Enterprise SCADA.

### Value

The stand-alone trainer system will have a duplicate set of production system displays and real-time database configurations. The trainer system will mimic a live system and have real-time and historical services running with various simulators. It will have a dedicated HMI training workstation for use by trainees.

### What's included

- Change management checklist (CMC) document
- Stand-alone trainer system build
- Sign-off document

## SERVICE PROFILE

## AVEVA™ Enterprise SCADA - Capacity Planning

### Summary

The AVEVA Enterprise SCADA RealTime database has reallocated slot ranges, database tables, etc. Properly managed, you can store all real-time production information, and you can proactively add points at your discretion, without delay. Left unchecked, your system may reach maximum capacity, preventing you from adding additional points until the limit has been expanded. This service explores current utilization from the perspective of the RealTime



database, queue size, and historical sizing. Your AVEVA technical resource will work with you to record sizing information and compare it against future business and system capacity requirements.

### Value

- Cost-effectively manage your system capacity, short-term and long-term
- Maximize system utilization by proactively uncovering potential capacity/growth constraints
- Demonstrate performance and system growth of the SCADA environment

### What's Included

- Kick-off call with your AVEVA technical expert to discuss and plan project logistics and execution, including data gathering and analysis
- Remote data collection
- A detailed System Capacity Planning Customer Report illustrating the current utilization and limits, as well as a summary of prior Capacity Planning reports for comparison (if earlier reports are available)
- Recommendations for future changes, allowing you to proactively manage your SCADA system capacities



## SERVICE PROFILE

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# Engineering server installation for AVEVA™ Enterprise SCADA

### Summary

AVEVA will install and configure an engineering server for the AVEVA Enterprise SCADA system.

### Value

Rebuild, replace, or expand the existing AVEVA Enterprise SCADA system.

### What's included

- Change management checklist (CMC) document
- Engineering server build
- Sign-off document



## SERVICE PROFILE

## AVEVA™ Enterprise SCADA - Historical Database SQL Management

### Summary

Microsoft SQL Server is leveraged as embedded technology and a critical component of AVEVA Enterprise SCADA. SQL Server comes with a number of parameters that can be configured to efficiently manage and optimize the environment to your specific business needs, including data backups, space reclamation, and other attributes. Over time, SQL Server queries can become sluggish and negatively affect your overall system's performance. This offering provides a holistic assessment of, and recommendations for, managing the SQL Server operations for your AVEVA Enterprise SCADA software.



### Value

- Increased overall SQL Server performance – query time, trending, events, etc.
- More efficient utilization of disk space (by minimizing fragmentation) which helps baseline your system and allows effective disaster planning and recovery

### What's Included

- Kick-off call with the AVEVA technical expert to understand the desired features for your customized SQL management plan, required testing, disk space planning, and execution details
- Remote deployment of your desired plan per the Change Management Checklist (CMC) to meet your organizational requirements



## SERVICE PROFILE

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# Historical Server Installation (AVEVA Enterprise SCADA)

### Summary

AVEVA will Install and configure a Historical SCADA server for AVEVA Enterprise SCADA.

### Value

- Rebuild/replace or expand existing historical servers.

### What's included

- Change Management Checklist (CMC) document
- Historical Server built
- Sign off document

## SERVICE PROFILE

# AVEVA™ Enterprise SCADA - HMI Development Workstation Installation

## Summary

Your success with AVEVA™ Enterprise SCADA begins with software installation by an AVEVA technical expert to set you up for years of reliable operations. This offering provides the engineering effort to install all development AVEVA Enterprise SCADA HMI application software components (including ADE and XE) to a Windows workstation designated for AVEVA Enterprise SCADA HMI display development. The expert has vast experience across many varied installations and is adept at identifying subtle nuances in your critical, unique SCADA environment that may require configuration/installation refinement.



## Value

- Reduce risk and increase your confidence in the installation – you get assurance that proven, best-practice approaches are employed during the installation with minimal impacts to your operation
- Lower total cost of ownership – the installation is “done right the first time” and you won’t need to troubleshoot issues that can result from a less than optimal installation
- Improve time to value of your new SCADA system

## What’s Included

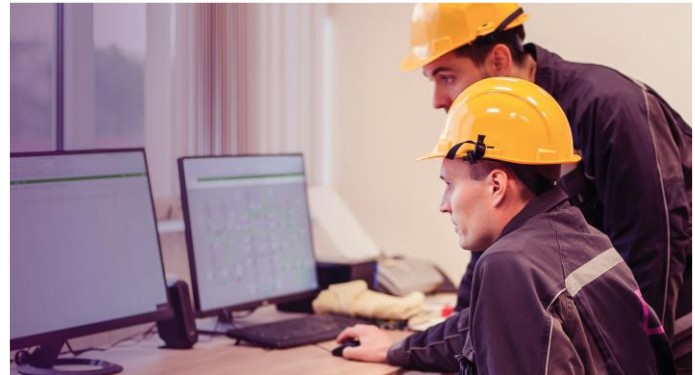
- Engagement to assess the logistics and your SCADA environment
- Deployment of the AVEVA Enterprise SCADA HMI, ADE and XE applications to a single, pre-configured Windows workstation following standard AVEVA Change Management Checklist (CMC) procedures

## SERVICE PROFILE

## AVEVA™ Enterprise SCADA - HMI Installation

### Summary

Your success with AVEVA™ Enterprise SCADA begins with software installation by an AVEVA technical expert to set you up for years of reliable operations. This offering provides the engineering effort to install the AVEVA Enterprise SCADA HMI software (Mainstream Support versions only) to a Microsoft Windows workstation. The expert has vast experience across many varied installations and is adept at identifying subtle nuances in your critical, unique SCADA environment that may require configuration/installation refinement.



### Value

- Reduce risk and increase your confidence in the installation – you get assurance that proven, best-practice approaches are employed during the installation with minimal impacts to your operation
- Lower total cost of ownership – the installation is “done right the first time” and you won’t need to troubleshoot issues that can result from a less than optimal installation
- Improve time-to-value of your new SCADA system

### What’s Included

- Engagement to assess the logistics and your SCADA environment
- Deployment of the AVEVA Enterprise SCADA HMI application to a single, pre-configured Windows workstation following standard AVEVA Change Management Checklist (CMC) procedures

## SERVICE PROFILE

## AVEVA™ Enterprise SCADA - Hotfix Planning

### Summary

A software hotfix can be an effective mechanism to address specific issues you might have with your software. A hotfix usually contains a fix for one defect, but sometimes multiple, that has been resolved and tested with the expectation that a single customer will deploy it to resolve their specific issue(s). Hotfixes are scheduled on-demand and tested for the single customer for quick turnaround. This offering provides planning and a comprehensive Change Management



Checklist (CMC) by an AVEVA technical expert in preparation for deployment of a hotfix update to your test and development system. The CMC will include steps to deploy to your production environment.

### Value

Hotfix Planning will minimize your risk and save you time. You get an AVEVA technical expert that is knowledgeable of both your AVEVA software and your related operational environment to assess the current version of your installed software and provide high-level coordination and sequence of events that will lead to successful hotfix deployment. You also get the assurance that best-practice approaches (logical progression) are employed during the application so the hotfix is deployed with minimal impact to your business and production system.

### What's Included

- Review of existing system architecture and software version to assess hotfix applicability
- Pre-call to gather necessary information for both your test & development, and production system
- Review prerequisites necessary to successfully apply the hotfix
- Creation of a Change Management Checklist including: steps for deployment; backup & rollback procedure; testing/validation steps
- Expert guidance on migration of data if required
- Methodical planning of hotfix using R&D-provided instructions and best practices for minimizing production interruption
- Standby support during return to operations immediately following the hotfix application

Note: Rollout/deployment is not included in this planning service but is available separately. Contact your salesperson or customer success manager for more information.



## SERVICE PROFILE

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# Password update for dnaApp/SQL accounts for AVEVA™ Enterprise SCADA

### Summary

This Success Accelerator applies to AVEVA Enterprise SCADA (formerly OASyS SCADA) 2018 and older software releases.

AVEVA will jointly perform the password updates with our customers to ensure minimal system downtime.

### Value

Passwords are required to be changed at regular intervals. The proper process and procedures must be applied to ensure an AVEVA Enterprise SCADA system continues to operate uninterrupted.

### What's included

- Change management checklist (CMC)
- Sign-off document

## SERVICE PROFILE

## AVEVA™ Enterprise SCADA - Patch and Service Pack Planning

### Summary

Software patches and service packs are often effective mechanisms to address specific customer issues with their software. This offering provides planning and a comprehensive Change Management Checklist (CMC) by an AVEVA technical expert in preparation for deployment of a patch and/or service pack to your test and development system. The CMC will also include steps to deploy to your production environment.



### Value

An AVEVA technical expert will provide comprehensive consultation and guidance on the deployment of a patch and/or service pack, minimizing risk and saving you time. The expert will be knowledgeable of both your AVEVA software and related operational environment to provide a high-level coordination/roadmap and sequence of events that will lead to a successful deployment. The resource will efficiently plan the deployment with recommendations and best practices that will ultimately result in few unforeseen surprises and minimal production system downtime/impact.

### What's Included

- Pre-call with you to gather necessary information for both your test and development system and your production system
- An assessment document that details the out-of-date software and recommended patch and/or service pack
- Review prerequisites necessary to successfully install the patch and/or service pack
- A Change Management Checklist with recommendations and guidance and including: deployment steps, roll-back procedure, testing/validation steps
- Expert guidance on migration of data, if required
- Go-Live Standby support can be arranged when the rollout of the Change Management Checklist is performed in production
- Troubleshooting support for issues found immediately following rollout

Note: Rollout/deployment is not included in this planning service but is available separately.

## SERVICE PROFILE

# AVEVA™ Enterprise SCADA - Preventative Maintenance Report

## Summary

The Preventative Maintenance Report provides a supervisory control and data acquisition (SCADA) system report to assist you in determining AVEVA Enterprise SCADA system health and performance. In SCADA administration, it can be difficult to encompass and holistically review all SCADA servers regularly. With this offering, an AVEVA technical resource will capture and summarize many aspects of your system's health and performance in a single report for review and analysis, including: error log reporting, system arbitration states, server disk utilization, SQL Server database utilization, Realtime queues, physical memory, CPU and page file utilization.



## Value

- Decrease risk of an unresolved or unwitnessed issue degrading overall SCADA system performance
- Clearly understand overall SCADA server health and reduce overall cost of ownership by preventing unstable system scenarios
- Ensure SQL Server database sizing and storage are correct, avoiding unnecessary system downtime and additional costs
- Minimize unplanned cost to keep system operating optimally

## What's Included

- Determination of machine configuration and required machines
- Collection of specific data needed for the report
- Preventative Maintenance Report (delivered as a summarized and in-detail PDF file)
- Customer meeting to discuss report in detail





## SERVICE PROFILE

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# RCS server installation (AVEVA™ Enterprise SCADA)

### Summary

AVEVA will install and configure an RCS SCADA server for an AVEVA Enterprise SCADA system.

### Value

Rebuild/replace or expand the existing enterprise SCADA system.

### What's included

- Change management checklist (CMC) document
- RCS server build
- Sign-off document



## SERVICE PROFILE

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# Real-time server installation for AVEVA™ Enterprise SCADA

### Summary

AVEVA will install and configure a real-time SCADA server for the AVEVA Enterprise SCADA system.

### Value

- Rebuild, replace, or expand the existing AVEVA Enterprise SCADA system.

### What's included

- Change management checklist (CMC) document
- Real-time server build
- Sign-off document

## SERVICE PROFILE

# AVEVA™ Enterprise SCADA – Scheduled System Mode Switch Assistance

## Summary

An operational mode switch is a SCADA action that transfers primary SCADA system control from one control site to another control site. It is a crucial operation in disaster scenarios, maintenance, and network or power outage situations to restore operational control back to SCADA users. With this offering, an AVEVA technical resource provides specialized support for your testing, troubleshooting, and execution, and general advice during a planned mode



switch operation. The service includes the engineering effort to leverage AVEVA personnel for 1 day (8 hours) of active engagement to assist in mode switch operations and 4 hours engineering effort for planning support during the mode switch operations; this can include documentation or procedural review prior to the mode switch.

## Value

- Reduce risk and increase confidence in AVEVA Enterprise SCADA mode switch operations; get assurance that proven best-practice approaches are employed during the mode switch with minimal impacts to your operations
- Reduce human error scenarios and unknown system functionality without incurring additional undesirable operational costs associated with a mode switch
- Leverage planning activities to best suit your organization-specific needs by surrounding mode switch operations with an AVEVA professional
- Lower total cost of ownership; the planned mode switch operation is leveraged to ensure any future unplanned mode switch operations complete with an expected positive outcome

## What's Included

- Engagement in planning mode switch activities and expert review of steps to safely perform a mode switch
- Identification of potential risks and recommendation on corrective action plan
- Skilled hands-on assistance for a mode switch operation



## SERVICE PROFILE

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# AVEVA™ PI System™ data archive merge

## Summary

The AVEVA PI System data archive merge is designed to consolidate AVEVA PI System components according to AVEVA best practices. This helps ease system manageability, reduce the total cost of ownership, and unify data.

## Value

- Ease of AVEVA PI System management and maintenance
- Consolidated AVEVA PI System following best practices
- Trusted delivery from qualified AVEVA engineers

## What's included

The AVEVA PI System data archive merge scope is limited to merging PI tag data from two AVEVA™ PI Servers.

From ordering to completion, AVEVA PI System data archive merge involves three steps:

- Communicate and verify prerequisites for AVEVA PI System data archive merge and confirm the service start and end dates
- Conduct on-site or remote implementation by our engineer (typically 10 to 20 days)
- Prepare and transmit work reports documenting the service activities



## SERVICE PROFILE

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# AVEVA™ PI System™ – AVEVA™ PI Integrator for Business Analytics installation

## Summary

The AVEVA PI Integrator for Business Analytics installation is designed to follow AVEVA best practices and enables you to derive quick value from your software. The integrator connects AVEVA PI System data to business intelligence tools and other applications for data visualization and analysis.

## Value

- Deploy software following AVEVA best practices
- Simplify data analysis using AVEVA PI Integrator for Business Analytics
- Trusted delivery from qualified AVEVA engineers

## What's included

The scope of this package is limited to a single site and includes one day of installation work by an AVEVA PI System-trained engineer. Our engineers will:

- Review the preservice checklist
- Identify and suggest the integration architecture
- Install and configure AVEVA PI Integrator for Business Analytics
- Provide technical support overview
- Produce a summary report



## SERVICE PROFILE

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# AVEVA™ PI System™ – AVEVA PI Interface, AVEVA PI Connector or AVEVA PI Adapter installation

### Summary

Ensure a rapid deployment of your AVEVA PI System data collector (interface, connector, adapter) following AVEVA best practices.

### Value

- Intuitive real-time data collection from a rich variety of device protocols
- Send collected data to AVEVA™ PI Server following AVEVA best practices
- Trusted delivery from qualified AVEVA engineers

### What's included

The AVEVA PI System data collector installation scope is limited to one standard AVEVA PI Interface, AVEVA PI Connector, or AVEVA PI Adapter installation and functionality validation.

The AVEVA PI System data collector installation involves three steps:

- Communicate and verify prerequisites for AVEVA PI Interface, AVEVA PI Connector, or AVEVA PI Adapter installation and confirm the service start and end dates
- Conduct on-site or remote installation by our engineer (typically up to two days)
- Prepare and transmit work reports documenting the service activities



## SERVICE PROFILE

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# AVEVA™ PI System™ - Advanced Training

## Summary

Learn how to use your AVEVA PI System while addressing one of your use cases with our advanced training service. This service provides education, guidance, and implementation support that will help your organization get value out of AVEVA PI System.

## Value

- Flexible training, coaching, and workshop engagement
- Rapidly learn new skills
- Learn and build using best practices

## What's included

The advanced training involves three steps:

- Communicate prerequisites and required attendees, confirm on-site visit or remote session dates, and discuss use case and workshop agenda.
- Conduct on-site training engagement with customer subject matter experts (up to four days) or remote (up to eight remote sessions — each remote session up to four hours maximum)
- Prepare and transmit a report documenting the session



## SERVICE PROFILE

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# AVEVA™ PI System™ - Custom Coaching

### Summary

Learn exactly what you need to know with personalized coaching sessions from trained AVEVA PI System engineers. Custom coaching does not involve classes or workshops with training materials and exercises. Instead, engineers work with you to tailor a session to your specific needs and answer your questions in an informal setting. They can cover anything from a broad overview of AVEVA PI System to detailed discussions of best practices for specific product features.

### Value

- Discover solutions for your unique needs
- Overcome roadblocks
- Expedite product adoption

### What's included

Custom coaching involves three steps:

- Confirm session dates, discuss prerequisites and topics of interest, and set agenda
- Conduct coaching, either two days on-site or several remote sessions totaling 16 hours
- A summary email is sent after the coaching sessions, summarizing the topics covered, important information, and potential next steps





## SERVICE PROFILE

# AVEVA™ PI System™ - Health Check

## Summary

In our AVEVA PI System health check, one of our AVEVA PI System engineers will assess the system health of your AVEVA PI System in several categories and provide a report of their findings with recommendations to remediate any deficiencies. The customer can request certain key focus areas for the health check. Examples include reviewing architecture and installation best practices, system operation, security, performance, and other topics. The engineer will provide an AVEVA PI System health check report, which includes recommendations on how to get the most out of the technology moving forward.

## Value

- Determine the current state and health of your AVEVA PI System technology
- Better understand current issues and limitations
- Evaluate future planned use against the current system deployment

## What's included

From ordering to completion, custom coaching involves five steps:

- Pre-visit checklist review confirmation that all prerequisites are met.
- AVEVA PI System health check in one or more of your selected categories. Note that the amount of time needed for the health check is a function of the size and complexity of your system along with the number of categories selected:
  - Architecture and installation best practices validation
  - System operation
  - Security
  - Performance
  - Disaster recovery
- Training and service opportunities for users and administrators.
- Brief presentation of findings and recommendations at the end of the visit.
- AVEVA PI System health check report.



## SERVICE PROFILE

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# AVEVA™ PI System™ – Import of Foreign Historical Data

## Summary

Gain a more complete view of your production data by incorporating historical data stored in supported foreign databases or historians into AVEVA PI System according to AVEVA best practices.

## Value

- Unified data from multiple sources in one AVEVA PI System
- Import of foreign historical data in accordance with AVEVA best practices
- Trusted delivery from qualified AVEVA engineers

## What's included

The AVEVA PI System Import of Foreign Historical Data scope is limited to the loading of historical data from one supported non-AVEVA PI System data source into AVEVA PI Data archive files.

From ordering to completion, AVEVA PI System import of foreign historical data involves five steps:

- Communicate and verify prerequisites for the import. Confirm the service start and end dates.
- Conduct first on-site visit or remote implementation by our engineer (typically 1-2 weeks).
- Assist remotely in monitoring conversion and import.
- Conduct second on-site visit or remote meeting to finalize data import (typically up to 1 week).
- Prepare and transmit work report documenting the service activities.



## SERVICE PROFILE

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# AVEVA™ PI System™ - Installation

### Summary

Ensure your AVEVA PI System is deployed rapidly and in accordance with AVEVA best practices with this Installation package.

### Value

- Quick time to value through rapid deployment
- Installation in accordance with AVEVA best practices
- Trusted delivery from qualified AVEVA engineers

### What's included

The AVEVA PI System installation scope is limited to a single AVEVA™ PI Server and up to two standard AVEVA PI Interfaces, AVEVA PI Connectors, or AVEVA PI Adapters.

From ordering to completion, AVEVA PI System installation involves three steps:

- Communicate and verify prerequisites for the installation. Confirm the service start and end dates.
- Conduct on-site or remote implementation by our engineer (typically 4-6 days).
- Prepare and transmit work report documenting the service activities.



## SERVICE PROFILE

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# AVEVA Jumpstart Workshop for AVEVA™ PI System™

## Summary

Accelerate your time to value with your AVEVA PI System and ensure you're adopting best practices with the jumpstart workshop. Our engineers, working alongside your participants, will deliver this tailored workshop using your AVEVA PI System and your data. They will provide your organization with the skills and best practices to implement your desired AVEVA PI System configuration, while focusing on a particular business use case and AVEVA PI System technologies.

## Value

- Jumpstart work to solve a specific business issue using your AVEVA PI System
- Rapidly learn new skills
- Adopt best practices

## What's included

From ordering to completion, the jumpstart workshop involves three steps:

- Communicate prerequisites and required attendees. Confirm on-site visit or remote session dates. Discuss use case and workshop agenda.
- Conduct workshop on-site with customer subject matter experts (up to three days) or remote (up to six remote sessions - each remote session up to four hours maximum).
- Prepare and transmit report documenting the workshop.



## SERVICE PROFILE

# AVEVA™ PI System™ - Planning Workshop

## Summary

Uncover new ways to leverage your AVEVA PI System to accelerate your journey toward digital transformation with our planning workshop. With the help of an AVEVA PI System expert, this workshop will focus on discovery and planning for the implementation of one or more use cases. The planning will help identify the potential value of the use case, the required technology, and the roles of various parties needed to bring the use case to completion.

## Value

- Understand where to get value using AVEVA PI System
- Establish a success plan to accelerate your journey to value and to help define which use cases to go after first
- Understand the requirements for each use case to be implemented and decide whether to execute on your own or seek additional help from AVEVA or an AVEVA Partner

## What's included

From ordering to completion, the planning workshop involves three steps:

- Communicate prerequisites and required attendees, confirm on-site visit or remote session dates, and discuss use cases and workshop agenda
- Conduct workshop with customer subject matter experts on site (up to three days) or remote (up to six remote sessions — each remote session up to four hours maximum)
- Develop and remotely present the implementation plan (delivered one to two weeks after the workshop)



## SERVICE PROFILE

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# AVEVA™ PI System™ - Upgrade

## Summary

Ensure your AVEVA PI System is running the latest available version following AVEVA best practices with this upgrade package.

## Value

- Get product updates, security, performance enhancements, and improvements to system management and compatibility
- Upgrade AVEVA PI System following AVEVA best practices
- Trusted delivery from qualified AVEVA engineers

## What's included

The AVEVA PI System upgrade scope is limited to a single AVEVA™ PI Server and up to three standard AVEVA PI Interfaces, AVEVA PI Connectors, or AVEVA PI Adapters.

The AVEVA PI System upgrade involves three steps:

- Communicate and verify prerequisites for the upgrade and confirm the service start and end dates
- Conduct on-site or remote implementation by our engineer (typically three to five days)
- Prepare and transmit work reports documenting the service activities



## SERVICE PROFILE

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# AVEVA™ PI System™ - Upgrade to high availability

## Summary

Deploy and enable a highly available AVEVA PI System data archive collective equipped with the latest released version in accordance with AVEVA best practices.

## Value

- Provide continuous access to data during planned and unplanned outages, mitigating the risk of potential data loss in disaster.
- Upgrade to AVEVA PI System data archive high availability in accordance with AVEVA best practices.
- Receive trusted delivery from qualified AVEVA engineers.

## What's included

The AVEVA PI System upgrade to high availability scope is limited to one high availability AVEVA PI collective with two collective members and up to three standard AVEVA PI Interfaces, AVEVA PI Connectors, or AVEVA Adapters.

From ordering to completion, AVEVA PI System upgrade to high availability involves three steps:

- Communicate and verify prerequisites for AVEVA PI System upgrade to high availability. Confirm the service start and end dates.
- Conduct on-site or remote implementation by our engineer (typically four to five days).
- Prepare and transmit work report documenting the service activities.



## SERVICE PROFILE

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# AVEVA™ PI System™ - AVEVA™ PI Vision™ Installation

## Summary

Our AVEVA PI System engineers will perform installation services to provide an AVEVA PI Vision server. AVEVA PI Vision is a self-service dashboarding tool that enables context-driven display, on-the-fly analysis, and secure sharing of the AVEVA PI System data.

## Value

- Gain instant insight into all AVEVA PI System data accessible anywhere on any modern device
- Installation of AVEVA PI Vision according to AVEVA best practices
- Trusted delivery from qualified AVEVA engineers

## What's included

The AVEVA PI Vision Installation scope is limited to a single AVEVA PI Vision Installation and functionality validation.

The AVEVA PI Vision Installation involves three steps:

- Communicate and verify prerequisites for AVEVA PI Vision Installation and confirm the service start and end dates.
- Conduct on-site or remote installation by our engineer (typically one day)
- Prepare and transmit work reports documenting the service activities



## SERVICE PROFILE

## AVEVA™ Plant SCADA - Patch Planning

### Summary

A software patch is often an effective mechanism to address specific customer issues with their software. This offering provides planning and a comprehensive Change Management Checklist (CMC) by an AVEVA technical expert in preparation for deployment of a patch to your test and development system. The CMC will also include steps to deploy to your production environment.



### Value

An AVEVA technical expert will provide comprehensive consultation and guidance on the deployment of a software patch, minimizing risk and saving you time. The expert will be knowledgeable of both your AVEVA software and related operational environment to provide a high-level coordination/roadmap and sequence of events that will lead to a successful deployment. The resource will efficiently plan the deployment with recommendations and best practices that will ultimately result in few unforeseen surprises and minimal production system downtime/impact. You can be confident that once the supported patch has been successfully implemented, your system will be on the latest and most secure release of the software version, and once again running at peak performance.

### What's Included

- Pre-call with you to gather necessary information for both your test and development system and your production system
- An assessment document that details the out-of-date software and recommended patch
- Review prerequisites necessary to successfully install the patch
- A Change Management Checklist with recommendations and guidance and including: deployment steps, roll-back procedure, testing/validation steps
- Expert guidance on migration of data, if required
- Go-Live Standby support can be arranged when the rollout of the Change Management Checklist is performed in production
- Troubleshooting support for issues found immediately following rollout

## SERVICE PROFILE

# AVEVA™ Point Cloud Manager – Condition Laser Data Training for AVEVA™ E3D Design

## Summary

AVEVA can provide expert training and best practice guidance for those responsible for the preparation and conditioning of laser-scanned data for use with AVEVA E3D Design.



## Value

- Accelerate time and reduce effort required to condition laser-scanned data for use with AVEVA E3D Design
- Improve data quality of laser-scanned data with access to best practices for capturing laser-scanned data
- Become proficient with the administrative features of the AVEVA Point Cloud Manager in Gateway Mode
- Avoid common issues with conditioning laser-scanned data with tips and techniques from AVEVA experts

## What's Included

This course introduces the AVEVA Point Cloud Manager Gateway Mode controls and workflows required to prepare supported laser-scanned data for use in AVEVA's laser solutions. Activities include:

- 1 -hour strategy and planning session prior to training
- Hands-on expert instruction for using AVEVA Point Cloud Gateway Mode administrative functions
- Expert guidance for using preregistered and geo-referenced data
- Full explanation of the content creation workflow and activities necessary to prepare supported laser-scanned data for use in AVEVA E3D Design
- Review of how resulting laser projects can be used directly inside AVEVA Point Cloud Manager in conjunction with all supported CAD solutions

## SERVICE PROFILE

## AVEVA™ Point Cloud Manager - Publication and Upload of Laser Resources Training for Viewer Capability

### Summary

AVEVA can provide expert training and best practice guidance for those responsible for the publication and upload of laser-scanned data for use in AVEVA Point Cloud Manager (Viewer) on AVEVA™ Connect.



### Value

- Accelerate time and reduce effort required to deliver laser-scanned data through AVEVA Connect
- Become proficient with AVEVA Point Cloud Manager Server Mode features
- Improve data quality of laser-scanned data
- Learn best practices and workflows for streamlined publication and upload of laser scans and related model files
- Avoid common mistakes and issues with expert tips and techniques from AVEVA experts

### What's Included

This course introduces the Point Cloud Manager Server Mode controls and workflows required to create and upload laser point cloud projects directly to an existing AVEVA Connect account. A standard AVEVA 3D Point Cloud is required; where this is impractical, a demonstration set of resources will be provided. Activities include:

- Prerequisites and project preparation: AVEVA Format Point Cloud Dataset; floorplans (Point Cloud derived/PDF); measurement and tag categorization; asset tags (if applicable); panoramic photography support (if applicable); model overlays
- Hands-on instruction for using AVEVA Point Cloud Manager functions
- Introduction to best practice workflows and activities required to upload and share laser-scanned project datasets
- Step-by-step instruction for publishing laser-scanned data and model files including floorplans, measurement, and tag categorizations
- Introduction of best practices for capturing laser-scanned data
- Review of required input file formats for upload and publication

## SERVICE PROFILE

## AVEVA™ System Monitor - Installation Service

### Summary

AVEVA System Monitor is a software application - installed at your facility - that continuously monitors you're AVEVA software and system hardware<sup>1</sup>, identifies upset conditions and alerts you to potential issues before they manifest into real problems like application errors or machine downtime events.



### Value

This turn-key service<sup>2</sup> helps you proactively minimize downtime and reduce risk by ensuring that you have a verified installation of System Monitor running at your site and that all identified machines are actively being monitored. With System Monitor installed, you will have the opportunity to remedy issues that could, if left unaddressed, impair the performance and availability of your AVEVA system. Your key staff will also learn how to operate and utilize System Monitor to maintain the application and effectively monitor your system going forward.

### What's Included

- A single System Monitor installation
- Installation of the agent to all machines that require monitoring
- Installation of the license
- Configuration of users
- Hand-over/training session with your nominated site administrators
- Associated prerequisite documentation and a post-engagement installation report

1. AVEVA System Monitor monitors AVEVA™ System Platform and OMI, AVEVA™ Historian, AVEVA™ Manufacturing Execution System, hardware/operating system, Microsoft SQL Server, and other supporting software.

2. AVEVA System Monitor is also available separately as a stand-alone app. Learn more at [www.aveva.com/en/products/aveva-system-monitor/](http://www.aveva.com/en/products/aveva-system-monitor/)

## SERVICE PROFILE

# AVEVA™ Unified Supply Chain - Annual System Health Review

## Summary

Many models and workflows are created when tools are initially adopted. Often, the workflows are simply the first/easiest to create but are not optimized over time, hence creating gaps versus business and toolset changes. Models can also be routinely changed and become bloated and out-of-date, often not including the use of newer and best practice features.



This service provides you with expert technical resources to comprehensively assess and baseline your current system (hardware, AVEVA software, ancillary software, network, etc.) and its operating performance. The review will recommend improvements on model representation and the workflows internal and external to the Unified Supply Chain toolset. Our technical expert will identify opportunities and provide recommendations to optimize your system and assure it is operating at peak performance.

## Value

- Time and costs savings – accurate, up-to-date models reduce manual tasks and improve efficiencies
- Enhanced decision making and business results from the use of accurate, up-to-date models
- More reliable set of workflows with fewer errors

## What's Included

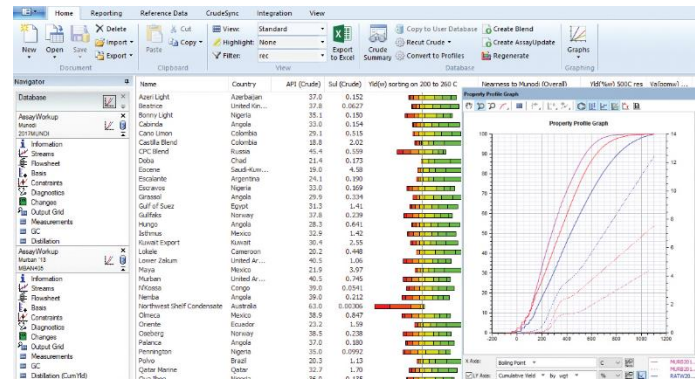
- Collection of system and workflow data
- Analysis of collected data
- Model optimization and resolution of any identified issues
- Report detailing findings and recommendations to improve system health and performance

SERVICE PROFILE

# AVEVA™ Unified Supply Chain – Assay Workup

## Summary

Modelled assays are required for input into Planning, Scheduling, Netback and other financial planning systems for purchase and running of crudes in the refinery. The information held in the assays plays a key role in economic decision making. Without this, the refinery is unable to make quality decisions around crude purchases. When assessing new crudes for refineries, accurate assay profiles are essential – the more accurate the information, the more confident the decisions.



This service is ideal for customers that have not purchased the Assay module and would benefit from the available information. It is also targeted at customers that have limited time and/or expertise to fully harness the value of the Assay module. AVEVA experts will use the Assay module, coupled with customer-supplied laboratory data, to generate and provide a complete and detailed crude oil description containing available property profiles. Assay Workups are available individually as well as in 5- and 10-Workup packages

## Value

- Save money – rather than purchasing the Assay module in AVEVA Unified Supply Chain outright, the Assay Workup “as a service” can be practical
- Leverage the expertise and assay knowledge of AVEVA experts to quickly produce a more complete assay representation, resulting in better decisions and higher profits

## What’s Included

- Conference call to discuss data and other details
- Transfer and upload of customer laboratory data
- Assay Workup representation delivered

## SERVICE PROFILE

## AVEVA™ Unified Supply Chain – Model and Workflow Optimization

### Summary

Models and related workflows are typically created when tools are initially adopted. In some cases, they are simply the first and easiest to create and are not optimized over time resulting in gaps vs. business and toolset changes. They can also become bloated and out-of-date over time, often not leveraging the newer features and best practices available in the toolset. This service provides a comprehensive review and recommendations to update the current workflow to extract maximum product value.



### Value

- Identify streamlining and automation opportunities in model representation and workflows
- Optimize the refinery models
- Highlight where extra information can be attained from the models

### What's Included

- Initial conference call to discuss data and other details
- AVEVA expert, in collaboration with your team, gathers and reviews the data
- Presentation of report and recommendations



## SERVICE PROFILE

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# CONNECT - Adapter installation

### Summary

Ensure a rapid deployment of your AVEVA Adapter for CONNECT data collection using AVEVA best practices.

### Value

- Intuitive real-time data collection from a variety of device protocols
- Enable sending collected data to data services using AVEVA best practices
- Trusted delivery from qualified AVEVA engineers

### What's included

The AVEVA adapter installation scope is limited to one standard adapter installation and functionality validation:

- Communicate and verify prerequisites for adapter installation; confirm service start and end dates
- Conduct on-site or remote installation by our engineer (typically up to two days)
- Prepare and transmit work reports documenting the service activities



## SERVICE PROFILE

# CONNECT – custom coaching

## Summary

Learn exactly what you need to know with personalized coaching sessions from trained AVEVA engineers. Custom coaching does not involve classes or workshops with training materials and exercises. Instead, engineers work with you to tailor a session to your specific needs and answer your questions in an informal setting. They can cover anything from a broad overview of CONNECT to detailed discussions of best practices for specific technologies.



## Value

- Discover solutions for your unique site needs
- Overcome roadblocks with actionable insights from AVEVA experts
- Expedite product adoption

## What's included

From ordering to completion, custom coaching involves three steps:

1. Confirm session dates, discuss prerequisites and topics of interest, and set agenda.
2. Conduct coaching, either two days on-site or several remote sessions totaling 16 hours. Coaching topics can include data services, visualization services, and advanced analytics.
3. A summary email will be sent after the coaching sessions, detailing the topics covered, important information, and potential next steps.



## Service profile

# AVEVA data services workshop

## Summary

Accelerate your time to value with CONNECT and ensure you're adopting best practices with the data services workshop. Our engineers, alongside the participants, will deliver this tailored workshop using CONNECT data services and your data. The workshop provides your organization with the skills and best practices you need to implement your desired configuration while focusing on a particular business use case and CONNECT technologies.

## Value

The workshop gets you started more quickly on use case implementation using data services and ensures you use best practices from the beginning. Our engineers provide guidance on best practices based on their experience both in the industry and working with other customers on similar use cases.

## What's included

- Prerequisites review to confirm that all requirements are met before proceeding
- A hands-on, interactive workshop with data services experts to guide and assist your organization to create sample configurations for your identified use case. This is a joint design and building set of activities led by our engineers and performed by you on your CONNECT account.
- Documentation of the solution work completed during the workshop and suggested implementation plan for further work



## SERVICE PROFILE

## Flexible Funding

### Summary

Save time and work more efficiently. Optional success-based services and resources are available through the AVEVA™ Customer FIRST Program to help you be successful with your software. Flexible Funding is a convenient way to pay for these services that lets you adjust as needed throughout the year.



### Value

- Save time and work more efficiently because you do not have to issue numerous work orders throughout the year
- Minimize the risk of delay of a much-needed service due to internal Purchase Order workflows
- Increase agility and responsiveness by prioritizing services when and as you need them

AVEVA's Customer FIRST Program of software maintenance and support includes optional success-based services and resources that can complement your agreement/contact and help you be successful with your AVEVA software. These services can be specified and purchased individually or as a group based on your immediate and foreseeable needs.

Your needs will change as your business grows, as technology advances, and as new ideas, concepts and processes develop. Our Flexible Funding model is a convenient way to pre-pay for these services with the flexibility to adjust as needed over the coming year. This also means that you won't have to issue individual purchase orders; you can simply tap into your Flexible Funding account when you need a service performed.

You can pre-pay into your account annually with your Customer FIRST agreement and then add to it as your funds are consumed (typically in \$5,000 increments).

Whether you need help architecting a solution or recommendations to optimize the performance of your system, AVEVA will ensure that subject matter experts are available to help. As always, our services combine best-in-class software technologies with in-depth process, plant and IT expertise.

## SERVICE PROFILE

## Go-Live Standby, After Hours

### Summary

Putting a new or upgraded system into live production can be a stressful time. Tight deadlines are common, and last-minute unforeseen issues can lead to production delays with potentially large financial implications. This offering provides a dedicated AVEVA technical expert outside of local business hours to ensure you have a knowledgeable resource familiar with your project and ready to quickly resolve any issue that might arise.



### Value

Go-Live Standby minimizes risk by augmenting your resources with a dedicated AVEVA technical expert who is familiar with your AVEVA system and can triage and resolve any issue that may prevent you from an on-time commissioning of your application. We understand the wider implications of your issues and can work within the constraints of your operational challenges. Should an issue occur, our resource will solely focus on the issue until it is resolved or a suitable work-around is provided. With years of experience and access to internal AVEVA resources, our expert will significantly reduce the time to resolution and any negative financial impacts. If required, the technical expert can be physically present at your location.

### What's Included

- A kick-off call with your AVEVA expert to discuss your AVEVA system environment, the Go-Live activities, required testing, deadlines for completion, etc.
- Direct access to your AVEVA expert for a period of up to 8 hours of a single day for software assistance with your AVEVA products.
- Post-completion report detailing any issues raised and remediation activities undertaken/suggested by your AVEVA technical expert.

## SERVICE PROFILE

## Go-Live Standby, Local Hours

### Summary

Putting a new or upgraded system into live production can be a stressful time. Tight deadlines are common, and last-minute unforeseen issues can lead to production delays with potentially large financial implications. This offering provides a dedicated AVEVA technical expert during local business hours to ensure you have a knowledgeable resource familiar with your project and ready to quickly resolve any issue that might arise.



### Value

Go-Live Standby minimizes risk by augmenting your resources with a dedicated AVEVA technical expert who is familiar with your AVEVA system and can triage and resolve any issue that may prevent you from an on-time commissioning of your application. We understand the wider implications of your issues and can work within the constraints of your operational challenges. Should an issue occur, our resource will solely focus on the issue until it is resolved or a suitable work-around is provided. With years of experience and access to internal AVEVA resources, our expert will significantly reduce the time to resolution and any negative financial impacts. If required, the technical expert can be physically present at your location.

### What's Included

- A kick-off call with your AVEVA expert to discuss your AVEVA system environment, the Go-Live activities, required testing, deadlines for completion, etc.
- Direct access to your AVEVA expert for a period of up to 8 local business hours of a single day for software assistance with your AVEVA products.
- Post-completion report detailing any issues raised and remediation activities undertaken/suggested by your AVEVA technical expert.

## SERVICE PROFILE

## Hotfix Application and Support

### Summary

A software hotfix is often an effective mechanism to address reported bugs that may impact development or runtime reliability, usability, safety, security and performance, providing enhanced productivity and efficiency with improved feature and system performance. This service provides you with guidance and support from an AVEVA technical expert to direct the application of a hotfix to your production system.



### Value

Hotfix Application and Support will minimize your risk and save you time. You get an AVEVA technical expert that is knowledgeable of both your AVEVA software and your related operational environment to assess the current version of your installed software and provide high-level coordination and sequence of events that will lead to successful hotfix deployment. You also get the assurance that best-practice approaches (logical progression) are employed during the application so the hotfix is deployed with minimal impact to your business and production system. You can be confident that once the hotfix has been successfully implemented, your software will once again be running at peak performance.

### What's Included

- Review of existing system architecture and software version to assess hotfix applicability
- Backup of all files being replaced by the hotfix
- Methodical application of hotfix using R&D-provided instructions and best practices for minimizing production interruption
- Confirmation of successful hotfix application via file version check across all machines modified
- Standby support during return to operations immediately following the hotfix application
- Troubleshooting support for issues found immediately following the hotfix application
- Confirmation that the hotfix has resolved the issue intended
- Emergency rollback to previous file versions should the hotfix introduce new issues to system
- Post-engagement report of activities completed including issues encountered and technical observations

## SERVICE PROFILE

## Hotfix Bundle Application and Support

### Summary

A software hotfix is often an effective mechanism to address reported bugs that may impact development or runtime reliability, usability, safety, security and performance, providing enhanced productivity and efficiency with improved feature and system performance. This service provides guidance and support from an AVEVA technical expert to direct the application of multiple hotfixes to your production system.



### Value

Hotfix Bundle Application and Support will minimize your risk and save you time. You get an AVEVA technical expert that is knowledgeable of both your AVEVA software and your related operational environment to assess the current version of your installed software and provide high-level coordination and sequence of events that will lead to successful deployment of multiple hotfixes. You also get the assurance that best-practice approaches (logical progression) are employed during the applications so the hotfix is deployed with minimal impact to your business and production system. Once the hotfix bundle has been successfully implemented, your software will again be running at peak performance.

### What's Included

- Review of existing system architecture and software version to assess hotfix bundle applicability
- Backup of all files being replaced by each hotfix
- Methodical application of hotfix bundle using R&D-provided instructions and best practices for minimizing production interruption
- Confirmation of successful application of each hotfix via file version check across all machines modified
- Standby support during return to operations immediately following the hotfix bundle application
- Troubleshooting support for issues found immediately following the hotfix bundle application
- Confirmation that each hotfix has resolved the issue intended
- Emergency rollback to previous file versions should the hotfix introduce new issues to system
- Post-engagement report of activities completed including issues encountered and technical observations

## SERVICE PROFILE

## Implementation Consulting

### Summary

Ensure a successful AVEVA software deployment. This time-based consulting service provides an AVEVA technical expert to ensure best practices are engineered into your solution for smooth and successful commissioning of new projects, and maintenance and evolution of existing projects.



### Value

Implementation Consulting helps ensure your project is completed successfully and that your solution is set for long-term reliability and stability with minimal ongoing maintenance cost. An AVEVA technical expert accomplishes this by fostering a close working relationship with your System Integrator or deployment team and AVEVA Global Customer Support. Implementation Consulting is time-based and typically varies from 2-12 weeks depending on the specific component services you select, which include:

- **Design and architecture review** – for new systems or upgrades, ensures post-implementation efficiencies, drives adoption, and allows you to achieve the maximum benefit from your AVEVA solution.
- **Pre-launch health check assessment** – reduces risk and unnecessary costs by resolving performance issues prior to commissioning your production system.
- **Integration review and compatibility assessment** – assures the integrity of your business processes in accordance with your work orders.
- **System security audit** – reduces risk and business impact by safeguarding your systems from malicious cyber and other threats.
- **Custom requirements** – addresses your unique project requirements and objectives with implementation consulting that provides technical and strategic direction.



## SERVICE PROFILE

## On-Site Corrective Assistance, Critical

### Summary

Get emergency support at your plant from an AVEVA technical expert. For customers at the Premium and Elite levels of the AVEVA™ Customer FIRST Program, we provide a commitment to mobilize a technical expert to your facility within defined response times. Deploying an expert to your site in such situations is typically a billable activity with a dedicated resource focused on resolving your critical issue(s).



### Value

Emergency plant situations (commonly known as P1's) can impact production and result in significant safety concerns and possible financial losses. In such situations, resolving the situation and restoring production are high priorities. With this offering, you have the assurance that an AVEVA technical expert will be en route to your facility within the commitment period (Premium: 24 hours; Elite: 4 hours). This means an expert will be at your facility at a precise time to work with your team and focus solely on incident resolution and restoring your production system.

### What's Included

- A priority conference call with our team ensuring that the relevant technical expert is dispatched to address your specific challenges and that any site access and safety requirements such as personal protective equipment (PPE) are reviewed
- An expert at your site for one (or more) days working with your team to restore your production system
- Post-engagement report of activities completed including issues encountered and technical observations

## SERVICE PROFILE

## On-Site Corrective Assistance, Non-Critical

### Summary

Restore your AVEVA solution to optimal performance. This service provides you with access to an on-site technical expert who will work to resolve persistent, non-critical issues with your AVEVA solution that may have been introduced over time, essentially restoring optimal performance to your system.



### Value

System degradation can occur over time when systems are not effectively maintained. Changes to the system after commissioning can have unforeseen and have potentially negative impacts on the performance of your AVEVA solution. Our On-Site Corrective Assistance service is a cost-effective and expedient way to return your system to peak performance. You get an AVEVA technical expert to help resolve a specific problem(s) that may impact runtime reliability, usability, safety, security or general system performance. It also provides your team with an opportunity to directly engage with the technical expert to discuss challenges or implementation of best practices that may further enhance the value of your AVEVA software.

### What's Included

- A pre-visit call with your technical expert to discuss service expectations and ensure the expert is prepared to address your specific challenges, as well as review any site access and safety requirements such as personal protective equipment (PPE)
- A technical expert at your facility to resolve outstanding issues and showcase opportunities to further enhance your AVEVA solution
- Post-engagement report of activities completed including issues encountered and technical observations

## SERVICE PROFILE

## On-Site Resident Engineer

### Summary

The On-Site Resident Engineer is a valuable resource available to work on day-to-day engineering implementation, maintenance and support of your AVEVA software assets. Having a trusted advisor with priority access to AVEVA resources ensures your systems are protected and perform at peak levels – now and in the future.



### Value

- Maximize Accountability – Effectively augments your engineering resources with AVEVA software-specific expertise, providing a focused point of contact for your support relationship with AVEVA
- Accelerate Issue Resolution – Coordinates with resources across multiple AVEVA and Partner support organizations to help facilitate faster resolution of your issues and lobby for inclusion of your feature request in AVEVA product or solution updates
- Increase Return On Investment (ROI) – Drives attainment of your business goals by leveraging proven best practices and broad industry experience; helps you maximize ROI of your AVEVA software system throughout its lifecycle
- Mitigate Risk – Understands your operations environment and has insight into your infrastructure and business needs, helping ensure your solution is correctly deployed and maintained to minimize disruptions and maximize availability and performance
- Increase Productivity – Provides one-to-one training on new software functionality to improve operations and maintenance personnel skills; can also supplement operations and maintenance staff during peak workloads and help keep your team up-to-date with the latest technology
- Lower Costs – Helps eliminate recruiting, hiring, and training costs; in addition, the risk of system failure also decreases with an engineer available on-site

### What's Included

The On-Site Resident Engineer addresses your unique needs and objectives, provides technical and strategic direction, and acts as your support advocate within AVEVA. The individual possesses a strong background in his or her respective area of technical expertise, along with strong communication and management skills. They combine problem-solving skills with proactive management skills relating to technical support and operational improvement issues. Activities include:

- Provides assistance during start-up and upgrade conversations
- Reviews and implements system administration actions
- Provides engineering, in-depth system and design knowledge
- Participates in “Design review” steps in any client process
- Coordinates with Operations or Process Engineers to define the requirements for application changes
- Helps reach consensus on the documented changes, then implements, tests, commissions, and provides formal documentation on the changes; consults with customer and arranges for all necessary technical assistance in particularly complex adaptations or where new methods are required
- Serves as liaison between customer and AVEVA if any problems arise
- Provides first line technical support for ‘system’ issues and calls upon AVEVA resources to resolve problems and also manages the problem solution
- Provides second level support to customer maintenance personnel
- Contributes technical expertise, handles corrective and preventive maintenance tasks, initiates action leading to problem resolution; consolidates and maintains current technical and commercial information and assists customer maintenance personnel to develop maintenance procedures
- Provides upgrade consultation, planning, and implementation support; organizes and supports activities including assembly, installation, testing and documentation of hardware and applications
- Ensures smooth product and system start up; performs complex product and application tests
- Reviews overall product and system health
- Reviews quick fixes and maintenance releases to determine if and when they should be installed

## SERVICE PROFILE

## Pre-commissioning Consulting

### Summary

Consulting can be critical for a smooth system upgrade. This comprehensive offering is performed by an experienced AVEVA technical specialist with extensive product knowledge in partnership with your system integrator or project team. It provides you with the confidence that your system is tuned and ready for a trouble-free commissioning and production system cutover. The review takes place prior to the official commissioning of an AVEVA software



upgrade. It helps confirm functional capabilities and identify any potential issues when integrated into your specific environment that may impair system performance or stability. Recommendations, including best practices, will be provided for improvement actions before commissioning.

### Value

- Minimize costs related to rework or customization by assessing functional capabilities of the software
- Enhance planning capabilities and reduce risk of non-compatibility leading to a project cost overrun by identifying architectural and system issues ahead of time

### What's Included

- Review your information, production environment and commissioning plan
- Review project engineering documents including software source control and inventory, baseline, custom extensions, and third-party software product information
- Assess and verify system configuration, sizing and performance parameters; checklist results provided in a report
- Status review of punch list items including Factory Acceptance Test deficiencies
- Identification of unnecessary files, data and user accounts
- Confirm archive and backup schedules are configured properly and activated
- Pre-commissioning Report



## SERVICE PROFILE

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# Sustainability Impact Analysis

## Summary

This service allows customers to collaborate with an AVEVA expert to calculate the sustainability benefits achieved by the existing use of AVEVA software. Our expert will work with the customer to identify a use case with significant sustainability impact and utilize the AVEVA sustainability impact analysis calculation methodology and framework to evaluate sustainability KPIs such as GHG emissions, energy, water, and waste. The customer will receive the calculation model and a report summarizing the findings at the conclusion of the service.

## Value

- Report on sustainability improvements that are inherently achieved by the current AVEVA solution.
- Verify the value of digital solution investments from a sustainability perspective.
- Promote sustainability benefits of digital solutions within the organization and/or externally.
- Utilize the impact analysis engagement and results to further engage AVEVA on sustainability enhancement initiatives.

## What's included

- Present the sustainability impact analysis process.
- Communicate prerequisites to the customer, which include the formation of a customer impact analysis team (typically with customer solution champions, super users and sustainability stakeholders) and identifying use case(s) and data sharing.
- Review customer data and organize additional data review meetings, if required.
- Calculate sustainability KPIs using AVEVA's sustainability impact analysis methodology.
- Share and validate sustainability KPI results with the customer.
- Provide the final sustainability calculation model and summary report.



## SERVICE PROFILE

# Sustainability Workshop with AVEVA™ PI System™

## Summary

As companies prioritize net-zero and process optimization strategies, it is essential to have a robust data infrastructure for tracking and optimizing the use of energy and water as well as the production of waste and greenhouse gas emissions. AVEVA PI System offers real-time data management capabilities that can be leveraged to support sustainability initiatives, with workshops designed to equip organizations with the necessary skills for implementation.

## Value

- Workshop with our expert to tailor solutions for site-specific sustainability needs, drawing on extensive experience with diverse use cases.
- Learn to gather and integrate data on energy, emissions, water, and other sustainability metrics to gain value through real-time monitoring, historical analysis, and alerting features.
- Jumpstart the development of a solution to a business challenge around sustainability, while receiving coaching on relevant AVEVA PI System best practices.

## What's included

From ordering to completion, the workshop involves three steps:

- Communicate prerequisites and required attendees. Confirm on-site visit or remote session dates. Discuss use case and workshop agenda, as well as expectations for final solution.
- Conduct workshop on-site with customer subject matter experts (up to three days) or remote (up to six remote sessions - each remote session up to four hours maximum).
- Prepare and transmit report documenting the workshop results.

## SERVICE PROFILE

## Tech Note Execution

### Summary

Tech Notes are documents provided by AVEVA Global Technical Support in order to install, configure, optimize, and/or diagnose AVEVA software and other dependent software. This offering provides you with guidance and support from an AVEVA technical resource to assist with the steps described in a Tech Note.



### Value

- Risk reduction and time savings, as the AVEVA technical resource is knowledgeable of both your AVEVA software and required operational environment to assist with the Tech Note execution
- Assurance that best-practice approaches (logical progression) are employed following the steps described in the Tech Note and with minimal impact to your business and production system
- A contingency resource should emergency restoration, rollback or recovery be needed

### What's Included

- Review of existing industrial control system architecture and software version information to assess Tech Note applicability
- Assist with backups when applicable
- Methodical execution of the Tech Note and provided instructions following best practices for minimizing production interruption
- Confirmation of successful execution of the Tech Note when possible
- Standby support during return to operations immediately following the changes implemented as described in the Tech Note
- When applicable, confirmation that the Tech Note has resolved the issue intended
- Troubleshooting support in case issues arise following the Tech Note execution
- Emergency rollback to previous configuration, when applicable, if changes made introduce new issues to the system
- Post-engagement report of activities completed including issues encountered and technical observations



## SERVICE PROFILE

## Training Path Assessment

### Summary

AVEVA's training curriculum includes hundreds of courses and learning solutions – both online and onsite – to help you maximize the efficiency and effectiveness of your workforce. This offer provides an AVEVA training expert to work with you to determine the best approach for your company.



### Value

The training expert will work with you to understand your organization's specific AVEVA product learning needs and preferred training delivery methods. This collaborative approach will allow the training expert to create a customized training path for your organization from our existing training courses. AVEVA training is delivered in flexible ways, each providing certificates of completion.

- **eLearning** – AVEVA has full-product online curriculums, as well as topic-specific modules, in self-paced formats for many of its products. Our eLearning courses contain recorded lectures and software demonstrations about specific topics and features. eLearning is available at your convenience, on-demand and 24/7.
- **Instructor-led Training** – Instructor-led training provides a hands-on and collaborative learning environment and includes interaction with instructors and other students. Expert lectures and hands-on labs to practice and reinforce concepts and procedures help your learning experience. You can attend these courses face-to-face at a variety of AVEVA training locations, at your facility which allows for savings in participant travel and related expenses, or you can join instructors and other students remotely from your own location via a virtual classroom.

## SERVICE PROFILE

## Upgrade Readiness Assessment

### Summary

The Upgrade Readiness Assessment provides a comprehensive inventory – via a Readiness Assessment Report – of your installed software/hardware footprint, applications, and Microsoft and interrelated dependencies, to establish a baseline and foundation on which you can build a logical, sequential, and complete upgrade path. Based on that information, your AVEVA expert will then identify areas of exposure or opportunity for consideration prior to your upgrade.



### Value

- Ensure your plan for migration is sound
- Make sure the system is ready for the migration
- Make sure you can take advantage of the new features in the upgrade version

### What's Included

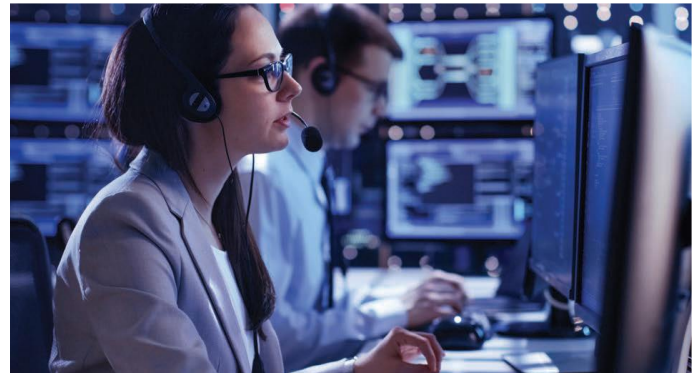
- Review the current server landscape along with the proposed new server build, and make recommendations where appropriate
- Verify the compatibility of the new versions within the environment
- Review the migration plan (in place vs parallel) and provide feedback on the risks; this includes assessment of any potential downtime
- Review how new features should be used, for example when going from System Platform 2014 to 2020, the use of License Server, alarm history blocks, DAS to OIserver, and more
- High-level review of the System Management Console (SMC) logs, with the goal to provide an understanding of system stability and ensure it is fit for migration
- If the system contains AVEVA™ Manufacturing Execution System or AVEVA™ Batch Management objects, we will evaluate compatibility
- Limited Trial Migration on our test system – a single Galaxy and limited size (note: runtime functionality may not be feasible to validate)
- A Readiness Assessment Report that includes a spreadsheet identifying old and new equipment, analysis findings with a report of the trial migration, and backup of the trial migration Galaxy

## SERVICE PROFILE

## Version Upgrade and Migration Assistance

### Summary

This service provides strategy, guidance, and technical and engineering support from an AVEVA technical expert to upgrade and/or migrate your installed Wonderware or Citect SCADA software and related software and hardware in your production environment.



### Value

Upgrades and migrations help keep your AVEVA software “state-of-the-art,” so you can quickly and efficiently respond to business challenges and opportunities. This offering minimizes risk by providing an AVEVA technical expert to direct your version upgrade/migration project. You get the assurance that best-practice approaches (logical progression) are used so the upgrade/migration is done correctly, on time, and with minimal impact to your business. Our expert will troubleshoot and help resolve issues during commissioning and immediately after.

### What's Included

- Review of operating system, MS SQL and other supporting software compatibility with new version
- Review of server needs and hardware specifications to meet the requirements of the new version and solution architecture
- Review of hardware architecture for appropriate deployment of the new version
- Review of software and/or features newly available in the new software that you can leverage
- Review of licensing – if moving from AVEVA’s legacy licensing to our new activation-based licensing
- Review of documented upgrade procedures and strategies, including emergency rollback, application backup, and redundancy to prevent production interruption, etc.
- Highlight area(s) of the new version that could potentially impact your application (e.g., significant changes such as deprecated or obsolete functions and architectural changes)
- Report providing guidance and topics for consideration prior to migration
- Standby support and technical troubleshooting during migration and commissioning of the production system and immediately following migration
- Expert migration guidance for versions without a direct migration option
- Post-engagement report of activities completed including issues encountered and technical observations

AVEVA

We'll take you there™

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