

Delivery Services Subscription



GS PlantOptics is excited to announce our new services offering designed to help our customers keep their AVEVA systems running at peak performance. Performed by our AVEVA Certified services team, the annual subscription includes the necessary work and services to ensure your system is running error-free, as well as training and technical support to assure if any issues come up you are well equipped to handle them.

Annual System Deep Dive

Once a year, our services team will complete a thorough review of your AVEVA system in its entirety. We will fully document the system - including software versions, licensing information, architecture, system information, and network information, along with any other relevant details in regards to how you operate your AVEVA system. With this information we will create your specific AVEVA Implementation Wiki.

AVEVA Implementation Wiki

Only offered to customers enrolled in the Delivery Services Subscription, the Implementation Wiki will contain all of the information specific to your AVEVA system - think of it as the playbook for you implementation. Our certified support engineers and services team will have easy access to this internal data to help expedite future services and support engagements.

AVEVA Partner Services Plus

The subscription includes the implementation of Sentinel for real-time monitoring and notification of your systems health. Sentinel System Monitor is an on-premise software application installed at your plant that continuously monitors your Wonderware applications and system hardware, identifies upset conditions, and immediately alerts you via email to potential issues before they manifest into problems.

Customers enrolled in the Delivery Services Subscription will receive 15% off any additional billable services work. You will also receive one training voucher for any of our AVEVA Certified training classes - available online or in our Brookfield, WI training facility.

AVEVA Partner Support Plus

Customers enrolled in the Delivery Services Subscription will enjoy several enhancements to their existing world-class Customer FIRST Support, including:

- Weekly reviews of your open and resolved cases from our AVEVA Certified support team and technical support management. Open cases will be monitored closely and additional resources will be provided, if necessary, to resolve the case. Resolved cases will be reviewed and information relevant to the case will be discussed with you and added to your AVEVA Implementation Wiki.
- Access to our AVEVA Certified services team for support cases. If needed, we will assign a services team member to assist the support engineer working on your case. Our service team members have years of experience and first-hand knowledge of the implementation and operation of AVEVA Software.
- Emergency support access for plant down or safety emergencies that require immediate assistance, at no additional hourly cost.

Quarterly Implementation Reviews

Our services team will conduct quarterly reviews of your system focusing on performance and system usage statistics, disaster recovery and backup solutions, and recommendations and observations. We encourage customers to use this as an opportunity to discuss any issues you have seen in the system since the previous review.

Contact

Please reach out to our Director of Technical Services with any questions.

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