

# AVEVA Customer FIRST Support



## OUR COMMITMENT TO YOUR SUCCESS

Customer FIRST is the foundation of your service and support relationship with GS PlantOptics and AVEVA. Flexible options provide you with the tools and resources to realize the greatest value from your AVEVA investment, such as: improved operational performance, protection of critical investments, maximized asset performance, and reduced total cost of ownership.

## BENEFITS

	Standard	Premium	Elite	
<b>Technical Support &amp; Services</b>				
Customer FIRST On-Boarding Session	•	•	•	Ensure that key members of your organization understand the available features of the Customer FIRST program and how to utilize support resources. <a href="#">Learn More</a>
Knowledge & Support Center Website Access	•	•	•	Download software, subscribe to updates, and browse a wealth of technical resources. <a href="#">Register Here</a>
Customer FIRST Benefits App	•	•	•	A mobile app for convenient access to product information and news. Available for Android and iOS.
Complimentary Access to AVEVA eLearning Modules	•	•	•	Visit the AVEVA <a href="#">training site</a> to browse available courses. Select “Complimentary” under Exclusive Offerings.
25% Discount on a GS PlantOptics Training Class	•	•	•	Discount applies to one class per agreement term. <a href="#">See the current schedule.</a>
Access to GS PlantOptics Technical Support During Standard Business Hours	•	•	•	Local expert technical assistance from GS PlantOptics (WI): <ul style="list-style-type: none"> <li>Monday-Thursday, 8:00AM - 5:00PM CST</li> <li>Friday, 7:30AM - 4:30PM CST</li> </ul>
Access to AVEVA Level 2 Direct/Advanced Technical Support During Standard Business Hours		•	•	Technical assistance from AVEVA (CA): <ul style="list-style-type: none"> <li>Monday-Friday, 8:00AM - 5:00PM PST</li> </ul>
Access to AVEVA Emergency 24 Hour Technical Support		•	•	Technical assistance around the clock for emergencies. Contact AVEVA Level 2 Direct 24x7 for system failure or downtime level issues.
Access to GS PlantOptics After-Hours Emergency Technical Support	Billable at \$460 per hour			Call GS PlantOptics outside of normal business hours for assistance with a major issue. *Service is not guaranteed
<b>Software Maintenance &amp; Utilities</b>				
Software Version Upgrades & Revisions	•	•	•	Run the latest version of AVEVA software for optimal capabilities and security. Contact the <a href="#">Product Advisory Team</a> to request your upgrades.
Software Maintenance Releases, Service Packs, Patches/Fixes, etc.	•	•	•	Keep your system running smooth with the latest updates and bug fixes.
Discount on Test and Offline Development System Licenses		•	•	Save on additional licenses for testing your applications outside of the production system.
License Assurance		•	•	Replacement or rehosting of a damaged or lost perpetual license. *Included for all subscriptions/cloud-hosted software.
AVEVA System Monitor Application	Basic: Full-feature monitoring on a single machine	Basic: Full-feature monitoring on a single machine	Full: License included with support	Proactively monitor your AVEVA systems (software, application, & computers) & send notifications of health issues to your team. *Full version available for purchase to Standard & Premium support customers.

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## CUSTOMER FIRST PRICING

Customer FIRST Support is fee-based and paid annually. License value is determined by the current published product cost, and enrollment or renewal pricing is determined by the total license value at the site. Mandatory upgrades to the current version are included upon enrollment. Any licenses not included in the list are subject to additional upgrade and support costs.

If purchases are made during the agreement period, those licenses are added to the agreement and pro-rated to the expiration date. If purchases are made through a third party, it is the responsibility of the site to add those licenses to support at the time of installation or renewal. Adding missing licenses to the agreement requires a version upgrade purchase and any applicable activation fees.

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## GS PLANTOPTICS DELIVERY SERVICES

GS PlantOptics employs a highly skilled, global award-winning team of technical experts who are available to support your team and ensure the successful implementation of AVEVA solutions in your business throughout the entire software lifecycle. In addition to ad-hoc engagements, you can subscribe to GS PlantOptics services at an annual rate. Visit our website to learn more about the service offerings and pricing, and reach out to our team to discuss your questions in more detail.

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## CONTACT

Technical Support:

- (866) 826.9725, ext. 1 - \*Customer FIRST Agreement ID Required
- Support@PlantOptics.com

Questions on Customer FIRST Benefits:

- (262) 432-1162
- Leah.Muenchow@PlantOptics.com