



# Customer FIRST Program Guide

## Best-in-Class Services and Support

*Getting Maximum Value from Your Wonderware Software*



Invensys is a leading global technology company. We have over 40,000 customers, and our solutions are in more than 200,000 industrial and manufacturing facilities worldwide. Our success depends on your success. Invensys is committed to helping you be more agile and competitive through use of innovative open systems and world-class support and services. The Invensys Customer FIRST program demonstrates this commitment. It offers a rich portfolio of essential services to help you protect and extend the value of your investment in Invensys products and solutions.

An investment in Wonderware software is about more than just getting the world's best industrial automation technology and support, it's about achieving and maintaining peak performance at your plant and evolving your systems in line with your business needs. Your success depends on the right resources and technology within your organization. It depends on leveraging Invensys as a trusted partner and a proven framework to help you achieve exceptional business results. In addition to industry-leading software technology, you need access to technically expert, visionary resources to minimize risks and maximize value.

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Customer FIRST



## Why Customer FIRST?

Customer FIRST is the foundation of your service and support relationship with Invensys and your local Wonderware distributor. It provides convenient access to highly skilled resources to remedy any technical issue that you experience as you adjust, fine-tune, and upgrade your Wonderware software. Additionally, a Customer FIRST agreement provides an assortment of service entitlements designed to maintain and optimize the performance of your Wonderware software through its entire lifecycle.



Customer FIRST offers exceptional customer-focused services and support components and is specifically structured to help you:

- **Improve Operational Performance** – Helps accelerate project development and maximize return on investment while minimizing implementation risk
- **Protect Critical Investments** – Provides access to product enhancements and the newest technologies to keep your software and applications current and “state-of-the-art”
- **Maximize Asset Performance** – Maximizes performance levels of your system and plant assets with optimized Wonderware software
- **Reduce Total Cost of Ownership** – Reduce TCO by minimizing downtime and process interruption and improving operator productivity



## Customer FIRST Lets You Choose What You Need

With a comprehensive suite of service levels and options, you choose the program level that best suits your specific needs. Whether you are planning a new installation, optimizing and fine tuning a mature system, preparing a major upgrade, or evolving your system with the latest software upgrades to take advantage of rich new capabilities.

Included Services	Primary	Standard	Premium	Elite	
<b>Technical Support And Services</b>					
Business Hours Technical Support (normal local business hours)	◆	◆	◆	◆	Access to expert technical assistance
Online Case Management and Knowledgebase	◆	◆	◆	◆	Search for answers for your questions and log and track cases directly
Online Training Seminars	◆	◆	◆	◆	Give your employees unlimited access to E-Learning, training manuals, and other productivity-enhancing tools
En route response commitment for On-site Corrective Assistance	NBD	NBD	24hrs	4hrs	Technical support and subject matter expert at your doorstep on demand, dispatched within hours
Discount on Consulting Services		◆	◆	◆	Leverage Invensys expertise even more ... for less
Level 2 Direct/Advanced Technical Support			◆	◆	Direct access to Wonderware Global Customer Support resources to resolve complex issues
Emergency 24 Hour Technical Support (24/7/365)			◆	◆	Support available around the clock for emergencies!
Support Usage and Summary Reports			◆	◆	Automatically receive a monthly summary of all your support activity
Contract Management/Performance reviews per year			1	2	Maximize the benefits and value derived from your Customer FIRST agreement
<b>Software Maintenance And Utilities</b>					
Software maintenance releases, service packs, patches, updates and hotfixes	◆	◆	◆	◆	Stay current with the latest updates and fixes
Software Version Upgrades and Revisions		◆	◆	◆	Run the latest versions of your Wonderware software for optimal capabilities
Discount on Test and Offline Development System Licenses			◆	◆	Save on additional licenses for testing your applications
Software Asset Manager			◆	◆	Systematically track & manage installed Wonderware licenses, easily download & push relevant updates to target computers for upgrade
Software License Replacement				◆	Physical replacement of a damaged or lost license(s) at no additional charge
<b>Additional Benefits: Minimum Contract Spend Required</b>					
Included Wonderware Training (Classroom & Recorded Instructor-led)			1 Seat	2 Seats	Take advantage of our expert training to quickly gain advanced knowledge
Block of Consulting Services included			16hrs	24hrs	Expert guidance on best practices during initial rollout and on-going phases of your application
Complimentary Invitations to Invensys Customer Events			2	5	Enjoy attendance at our annual User Group and Wonderware Premium Support Symposium
Dedicated Customer Portal			◆	◆	A universal window to access all your plant's support activity, license and purchase history. Includes online content library, dedicated online chat and forum too!
Technical Account Management Team			◆	◆	A designated, senior level support team ensures that your issues are receiving top priority, so you can focus on maximizing results from your core business
Annual Lifecycle Assessment and Upgrade Planning Roadmap			◆	◆	Understand the current state of your software and plan for the future
Planning and Technical Advisement				◆	Provides best practice and optimization recommendations as well as strategic direction for software lifecycle management and multi-site software rollouts
Cyber Security Readiness Workshop				◆	Cyber experts review your security technology and procedures to identify potential security gaps and provide remediation plan

NBD = Next Business Day

	Primary	Standard	Premium	Elite	
Optional Services					
Flexible Funding for Services	◆	◆	◆	◆	Embed funds into your Customer FIRST Agreement for optimization and consulting services to use at your convenience during your agreement term
Training Growth Fund	◆	◆	◆	◆	Prepay for product training and Invensys will match your training investment up to a value equal to 10% of your Support and Services Agreement.
Upgrade and Migration Planning	◆	◆	◆	◆	Enlist Invensys to explore upgrade/application migration opportunities or replace competitive software applications with current Wonderware technology
Customer FIRST for Solutions		◆	◆	◆	Application support and lifecycle maintenance for Advanced Solutions engineered / implemented by the Invensys solution development and integration team
Software Asset Manager		◆	Incl.	Incl.	Systematically track and manage installed Wonderware licenses and relevant updates – included for Premium and Elite, for a fee for Standard
Customer FIRST Cyber Security Maintenance Program		◆	◆	◆	Receive expert technical support based on situational urgency and complexity; also includes quarterly and annual site visits for covered products and applications
Customer FIRST Cyber Security Assessment		◆	◆	◆	Benefit from a comprehensive technical site review of your control network infrastructure to enable informed budgetary and technology decisions
Resident Engineer			◆	◆	Augment your technical staff with a skilled Invensys engineer resident at your plant year-round to help you achieve your operational goals
Application Clone (remote, hosted)				◆	A virtualized replica of your Wonderware application hosted at Invensys for testing, issue replication and advanced troubleshooting
3rd-Party Software Support				◆	Invensys acts as a single point of contact for specified non-Invensys software

## For Consideration When Selecting Service and Support Resources

With Customer FIRST, you choose a program level and options that best meet your business needs – Elite, Premium, Standard, or Primary. You select the level based on your resources, their knowledge levels, and the complexity and criticality of your system. The Invensys Customer FIRST Program even offers the flexibility to tailor your support and services to the specific needs of your business by layering optional services on top of your core program level. Some questions to help you determine what's right for you:

- **How quickly can you identify a system (or software) issue if an unexpected malfunction occurs?**
- **Can you quickly troubleshoot and resolve issues?**
- **Do you have experts in-house around the clock?**
- **Can you benefit from a single Invensys point of contact for technology-related questions and coordination of support issue management and problem resolution?**
- **Are maintenance costs difficult to budget?**
- **Is your team properly trained to maximize the use of your system?**
- **How quickly do you require corrective assistance?**
- **How secure is your system against cyber security threats?**
- **Could you use an Invensys System Expert to augment your engineering staff**



## An Invensys Customer FIRST Agreement for Your Wonderware Software Makes Good Business Sense

Your industrial software spend may be substantial, but it is typically only a fraction of your overall investment when you consider everything else that is involved in your project (requirements specification, design and engineering, integration, hardware, training, etc.). A Customer FIRST agreement protects your entire investment by delivering in the following critical areas.

**Software Upgrades** – Wonderware software is generally upgraded twice a year to further improve performance and security, embrace new technology, and provide new functionality to meet evolving market demands. Software upgrades give you the power to improve the reliability and capability of your software application and extend new functionality to others in your company. Invensys has an unparalleled history of investing in software development – clients using our software can maintain their engineering investment and seamlessly upgrade from one version to the next. We are very proud of this deliberate R&D practice, as it allows our clients to keep their software current without significant capital expenditures.

**Access to Exceptional Global Technical Support** – Invensys clients have specific business objectives and responsibilities that rarely include troubleshooting industrial software technical issues. That is not a core competency that our clients have, or that they want. Customer FIRST provides you with streamlined access to support experts who have years of experience supporting diverse Wonderware installations around the world. They are adept at understanding potential software implementation issues, replicating problems and resolving them quickly. You also get access to extensive online self-help, online product training, dedicated and collaborative web portals, and a vast knowledgebase of technical tips, tools and best practices. With the Customer FIRST program, you can leverage vast Invensys experience and expertise, saving you time and money.



Enable plant resources to contribute additional value to your company by focusing on their day-to-day job instead of troubleshooting issues that Customer FIRST can help address. Our services are designed to optimize your Wonderware implementation.

**Software Utilities** – Invensys is also building Wonderware system utilities and new services to help clients achieve even greater productivity, including:

- **Wonderware Software Asset Manager (SAM)** – This utility, available free-of-charge to Elite and Premium members, and for a fee to Standard members, enables license inventory management and patch management services. It conveniently discovers and reports on installed Wonderware licenses and automates the process of patching and upgrading your Wonderware software.
- **Wonderware Developer Network (WDN)** – WDN is a collaborative information repository dedicated to Wonderware software applications. From the latest news, patches and updates, to compatibility information, demo applications, best practices, blogs and access to experts, WDN is invaluable.
- **Proactive System Monitoring Utility and Services** – Coming Soon! Using the latest system monitoring technology and standards, this utility and services will monitor your Wonderware system (software, application-related hardware and communications performance) to maintain optimum performance. By proactively identifying trends and alarm conditions and messaging back to Invensys or your engineering group based on established thresholds – your system will stay on the right track.

## Think About It

Your business has enough challenges already, with constantly changing needs, market and competitive conditions, operational situations, rapidly changing technologies and myriad other concerns. The Customer FIRST program is a cost-effective approach to help you manage and mitigate some of these business complexities. When you leverage its many valuable aspects – software upgrades, technical support, and software utilities – your membership will provide a significant return. The program is specifically designed to help clients improve operational performance, protect critical investments, maximize asset performance and reduce total cost of ownership – to get maximum value from an investment in Wonderware software.





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