

# X-Change 2023: Success Story Authorisation & Award Opportunities

## Share your success

IS<sup>3</sup> Industry Software Solutions & Support continuously provide solutions that will create value and empower our customers to enable their Digital Transformation journey and are constantly seeking new and unique applications for our solutions.

These customer application stories feature the challenges various companies face, how IS<sup>3</sup> helps companies overcome these demands and the results that they have achieved through the implementation and/or deployment of AVEVA technology and solutions.

Our goal is to demonstrate #SOLVE for the Customer by promoting the use and application of our solutions in the interests of all our customers.

All success stories approved for submission will be entered, under their selected category, and reviewed by an adjudication panel, to compete for an Award.

## Confidentiality

We are sensitive about your intellectual property and will not include any information that will reveal any confidential process step and/or trade secret.

We further recognise that some companies may have specific restrictions on how this information is to be used. To continue with writing and/or filming your story, we request your company's authorisation.

## Approval

We will require your approval on all copy editing to ensure that the story:

1. Is factually correct
2. Matches your corporate image
3. Conveys the desired and positive message

Upon publishing, we will provide you with a copy of any written success story or videos we develop, as well as copies of articles, press releases or advertising copy which may be published.

## Submission Details

- A 400-500 word submission including explanation of who, what, when, where, why, how highlighting the benefits for the project or application.
- Example screenshots, report and/or system architecture to support the above explanation.
- All entries should be from projects completed in the past two years that have not been submitted previously unless otherwise noted.
- A delegate from the winning company must be in attendance to receive the award.
- Customers, Partners and System Integrators are invited to submit on behalf of a named customer following

the above guidelines and consent by the end customer.

- A waiver of the registration fee will be granted for the end user representative (one person) for each accepted presentation.
- Customer representative (end user) & Submitter will have final review and approval of all video and written materials before they are finalised for distribution
- A PowerPoint template will be provided to you upon acceptance.

**All entries must be sent to [nilen.bermal@is3.co.za](mailto:nilen.bermal@is3.co.za) by Friday, 28 April 2023.**

## Awards Categories for Submission

Award	Description
<b>Engineering X-Cellence</b>	AVEVA's Engineering Portfolio spans solutions for conceptual and detailed design, procurement and construction, information and learning management. All these solutions can significantly make a difference to the way we engineer the plant of the future. Tell us how you applied any of these solutions toward achieving <a href="#">engineering efficiency</a> , <a href="#">improving sustainability</a> , and <a href="#">ensuring operational safety</a> .
<b>Planning and Operations X-Cellence</b>	Whether you are operating an industrial facility or an entire supply chain, <a href="#">planning</a> is the first step. AVEVA's Planning and Operations solutions ensure that your manufacturing execution is sound, safe and sustainable. There are many ways you can make the difference for e.g. production optimisation, downtime reduction and emissions reductions. Let us know of your quantified business / environmental benefits.
<b>Asset and People X-Cellence</b>	Your industrial facility comprises of many Assets including the People that run them! AVEVA's wide Performance portfolio can help make the difference, by ensuring collaboration amongst team mates, knowledge retention, safe operations, optimised maintenance strategies and its execution. Share with us your success in <a href="#">achieving these goals</a> .
<b>Visualisation and Control X-Cellence</b>	Industrial personnel from around the world rely on AVEVA's Operations solutions to make decisions, and to make a difference. This impact extends from within their organisation to the end customers they serve. Critical to this decision making process is access to real time industrial information

	with analytics. Explain how AVEVA's solutions have enabled your organisation to achieve <a href="#">edge to the enterprise</a> visibility, connectivity and control, whilst adopting the latest technological and sustainability trends.
<b>Innovation Award</b>	Awarded to a customer/ partner who has embarked on a journey of creating value by changing the game. The following characteristics should be evident: <ul style="list-style-type: none"> <li>a. Innovative new way of work</li> <li>b. Positive impact on the people</li> <li>c. Positive impact on the environment</li> <li>d. Economic return</li> </ul>
<b>Best Business Value (Return on Investment)</b>	Submit one or two examples of problems identified and money saved by implementing AVEVA software solutions. This submission must include the monetary value or estimated cost impact to be considered.

## X-Change 2023: Success Story Submission

1. Presenter Details	
Full Name	
Job Title	
Company Name	
Street Address	
City	
Province/Country	
Business Phone	
Email Address	
Date	

Authorised Signature*	
<p><i>* Customer representative (end user) &amp; Submitter will have final review and approval of all video and written materials before they are finalised for distribution</i></p>	
<p><b>2. Submitter Details (If you are not the Presenter)</b></p>	
Full Name	
Job Title	
Company Name	
Street Address	
City	
Province/Country	
Business Phone	
Email Address	
Date	
Authorised Signature*	
<p><i>* It is the responsibility of the submitter to obtain consent from end user to submit a call for paper, present and disclosure their company information as stipulated in T &amp; C's. This consent must be provided to IS<sup>3</sup> – Industry Software Solutions &amp; Support with submission papers. If no consent is provided the submitter's submission will not be considered. Find End User (Customer) Consent Form <a href="#">here</a></i></p> <p><i>* Customer representative will have final review and approval of all video and written materials before they are finalised for distribution</i></p>	

### 3. Presenter Biography (100 Words or less)

### 4. Proposed Presentation Title (90 Characters or less)

### 5. Proposed Presentation Description (60 Words or less)

#### 6. Select Industry

- ☐ Mining, Minerals, and Metals
- ☐ Oil and Gas
- ☐ Power and Utilities
- ☐ Hybrid
- ☐ Chemicals
- ☐ Food and Beverage, CPG
- ☐ Infrastructure
- ☐ Life Sciences
- ☐ Marine
- ☐ Pulp and Paper
- ☐ Steel Fabrication
- ☐ Water and Wastewater
- ☐ Other\*

\*Please specify \_\_\_\_\_

#### 7. Select Implementation Award Category

- ☐ Engineering X-Cellence
- ☐ Planning and Operations X-Cellence
- ☐ Asset Performance X-Cellence
- ☐ Monitoring and Control X-Cellence
- ☐ Innovation Award
- ☐ Best Business Value (Return on Investment)

8. A 400-500 word submission including an explanation of who, what, when, where, why, how and the benefits of the project or application.

We continuously strive to provide solutions that will create value and empower our customers to enable their Digital Transformation. We are constantly seeking new and unique applications for our solutions.

Our customer success stories feature the various challenges our customers face, how IS<sup>3</sup> helps them overcome these challenges, and the results that our customers have achieved through AVEVA technology and solutions.

Our goal is to put the interests of our customers first, by promoting their products and services when describing the use and application of our solutions.

In order to participate in our customer success stories project, we require you to provide us with certain information, including but not limited to:

- company Information
- company's logo
- pictures and/or videos
- infographics
- flow charts, graphs, etc.
- any other material required by us

(collectively referred to as “**Collateral**”).

Any collateral submitted by a customer may be shared with affiliates and OEM partners of IS<sup>3</sup> of IS<sup>3</sup>, namely but not limited to: AVEVA, EOH and Digital Industries.

**Disclaimer:** *The submission of collateral to IS<sup>3</sup> by a customer, does not oblige IS<sup>3</sup> to publish the customer's story.*

We look forward to working with you on the customer success stories project!

## Terms & Conditions

The following terms and conditions apply to any Collateral provided by a customer to IS<sup>3</sup> or its affiliates for the purposes of writing and / or filming the customer's success story:

1. IS<sup>3</sup> will ensure that any sensitive information provided with the Collateral will be carefully protected. IS<sup>3</sup> will not use any sensitive information belonging to a customer without first obtaining the customer's prior written consent.
2. It is the responsibility of the submitter to obtain consent from end user to submit a call for paper, present and disclosure their company information as stipulated in T & C's. This consent must be provided to IS<sup>3</sup> Industry Software Solutions & Support with submission papers. If no consent is provided the submitter's submission will not be considered.
3. IS<sup>3</sup> recognises that some customers may have specific restrictions on how their information is used by third parties.
  - 3.1. The customer agrees that IS<sup>3</sup> and its affiliates may:
    - 3.1.1. use the Collateral in written, audio and / or video formats for advertising, publicity, commercial or other business purposes, on various mediums, including but not limited to the following mediums:
      - 3.1.1.1. social media: e.g. Facebook, Twitter, Instagram, YouTube, LinkedIn
      - 3.1.1.2. websites
      - 3.1.1.3. presentations: e.g. internal or external presentations
      - 3.1.1.4. printed and/or digital publications: e.g. leaflets, newsletters, posters, podcasts, and other marketing materials
      - 3.1.1.5. print and/or digital media: e.g. national, regional and/or local newspapers, magazines, and news sites
    - 3.1.2. use the Collateral singularly, or in conjunction with other written, audio and/or video materials, as approved by the customer during the production phase;
    - 3.1.3. edit the Collateral in consultation with the customer, and incorporate Collateral into written, audio and/or video formats for use on social media, newspapers and magazines, broadcasts (radio and television, including cable and satellite transmissions) programs, or otherwise; and
    - 3.1.4. reproduce, or cause to be reproduced such written, audio and/or video content and exhibit same in all domestic and foreign markets.
4. Prior to the first publication of the customer's story, IS<sup>3</sup> will obtain the customer's approval of the final written, audio and/or video content. The Customer agrees to review the final written, audio and/or video content for factual accuracy, to confirm that the story matches the customer's corporate image and conveys the customer's desired and positive message, and to prevent the inadvertent release of any sensitive information belonging to the customer. The Customer undertakes to provide IS<sup>3</sup> with its approval or

comments, in writing within ten (10) days of request from IS<sup>3</sup> or such earlier time as agreed between the parties in writing.

5. The publishing of any written, audio and/or video content created by IS<sup>3</sup> and its affiliates will only commence upon approval by the customer and signature by the customer's authorised signatory. Upon publishing the customer's story, IS<sup>3</sup> will provide the customer with copies of the written, audio and/or video content, as well as copies of any articles, press releases, advertising where IS<sup>3</sup> may publish the customer's story.
6. Save for the provisions of clause 6 below, IS<sup>3</sup> and its affiliates acknowledge that any intellectual property belonging to the customer which is incorporated into any written, audio and/or video content produced by IS<sup>3</sup> and its affiliates, is and shall remain the customer's intellectual property, and the Customer grants IS<sup>3</sup> and its affiliates a worldwide, non-exclusive, royalty-free perpetual license to use the customer's intellectual property in any written, audio and/or video content produced by IS<sup>3</sup> and its affiliates, for the purposes of these terms and conditions.
7. The Customer acknowledges that all copyrights in any written, audio and/or video content produced by IS<sup>3</sup> and its affiliates is and shall remain IS<sup>3</sup>'s intellectual property, and IS<sup>3</sup> grants the Customer a non-exclusive, non-transferable, non-assignable, royalty-free license to use and distribute the written, audio and/or video content produced by IS<sup>3</sup> and its affiliates, solely for the Customer's own advertising and marketing efforts.
8. Both parties agree that the written, audio and/or video content will not be altered by either party without the prior written consent of the other party, which consent shall not be unreasonably withheld.
9. Both parties also agree to stop distributing, publicly referencing and displaying the written, audio and/or video content at any time upon written request from the other party, which consent shall not be unreasonably withheld.
10. The customer agrees that IS<sup>3</sup> and its affiliates shall not be liable to the customer for the use of the Collateral or the written, audio and/or video content, so long as such use is in accordance with the rights granted under these terms and conditions.
11. By signing these terms and conditions, the customer hereby consent to IS<sup>3</sup> and its affiliates processing any personal information provided by the Customer. "Personal Information" and "Processing" are as defined in terms of the Protection of Personal Information Act 4 of 2013 ("POPIA"). Further information on: how IS<sup>3</sup> treats its customer's personal information, how the customer may exercise its rights regarding its personal information, and the retention periods of the different categories of information processed by IS<sup>3</sup>, can be found on at [www.is3.co.za](http://www.is3.co.za) alternatively, contact Dion Govender at [Dion.Govender@eoh.com](mailto:Dion.Govender@eoh.com)
12. Governance and Compliance:  
All delegate/company registrations will be screened in accordance with the company's governance & compliance regulations. Once screening has been approved an invoice for payment will be sent to you the delegate/company

*I, the undersigned:*

- a) agree to the terms and conditions contained in this document;*
- b) agree to provide IS<sup>3</sup> with any Collateral of the customer as requested by IS<sup>3</sup>;*
- c) agree to act as a reference on behalf of the customer for any story written, recorded and / or filmed by IS<sup>3</sup> and any of its affiliates;*
- d) confirm that I am duly authorised to act for and on behalf of the customer;*
- e) confirm that the information provided by the customer in this document is true and accurate.*

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

\_\_\_\_\_  
Signature

Full names: \_\_\_\_\_

Designation: \_\_\_\_\_

Date: \_\_\_\_\_

***Duly Authorised to Act on Behalf of the Customer***