

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 dataload 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™ Customer FIRST Program - Onboarding

### Summary

Customer FIRST is AVEVA's comprehensive software maintenance and technical support program. This Onboarding session is designed to ensure your organization understands the key features of the program and to provide education on how to utilize support resources and related tools for maximum benefit.



### Value

- A comprehensive understanding of the Customer FIRST Program and operational processes to enable maximum utilization of benefits
- Increased time to value of service offerings
- Knowledge of how to effectively access and leverage technical support experts to quickly remedy any technical issue

### What's Included

- A call to prepare for the Onboarding engagement to assure that you understand the intended audience and intent
- A personalized remote or face-to-face meeting with a Support Manager with your key stakeholders as a formal introduction to the Customer FIRST Program and your support team
- Discussion of the individual entitlements and benefits available to you
- Instruction on how to access resources and entitlements, and a demonstration of the Knowledge and Support Center website
- Confirmation that your user accounts are properly enabled, and support resources are accessible
- Establish a cadence for future engagements and service checks



## SERVICE PROFILE

## AVEVA™ E3D Design - Database Integrity Services

### Summary

AVEVA can provide database integrity and management services to support complex engineering projects using AVEVA E3D Design engineering and design tools.



### Value

- Proactive detection of database inconsistencies and errors to eliminate potential data loss
- Rapid assessment and technical support for the remediation of database issues, to reduce potential data loss and project downtime
- High confidence from daily health check reports to show the consistency of project data
- Reduced project downtime as AVEVA manages any impactful recovery actions during agreed maintenance windows
- Higher productivity for your engineers with AVEVA managing the resolution of issues on your behalf
- Application of best practices for data design and data administration ensure reliability and consistency across project databases
- Cost-effective managed services, available on a fixed-price subscription based on project size
- Scalable, vendor-provided solution – with availability across extended business hours and 24/7 coverage for critical issues – removes reliance on your in-house resources or contract staff

### What's Included

- Health check to ensure project databases are in a consistent state and suitable for management by an ongoing service, and agreement of an action plan to address any risks or issues identified
- Review of engineering project(s) and service planning to ensure specific requirements for data integrity are identified up front
- Proposal to an agreed scope for an ongoing service engagement; engagements typically include:
  - Identification of new data issues and corruption, including management of technical support for any issues found, through to the best possible resolution
  - Escalation of complex issues to AVEVA product support, handled and managed on your behalf
  - Comprehensive data integrity reports illustrating where and how issues arise and, where applicable, best practice recommendations to help reduce future issues

## SERVICE PROFILE

## AVEVA™ E3D Design - Draw ADP Equipment Configuration

### 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 Automatic Drawing Production (ADP) for Equipment discipline in AVEVA E3D Design - Draw. These services unlock the potential of creating drawings with automated tasks.



### Value

The ADP tool available in AVEVA E3D Design - Draw allows you to:

- Accelerate the drawing production process for equipment discipline
- Increase the standardization of the drawing generation process
- Reduce the time and effort to create and issue drawings
- Decrease inconsistencies that can happen with manual drawing tasks

### What's Included

- Detailed check of your standard documentation for equipment representation in drawing
- Check of your AVEVA E3D Design project to confirm the requisites for this configuration are available and ready for use
- ADP Equipment template configuration including any backing sheet hierarchy updates, tagging and dimension rules configuration, and elevation representation configuration, among other configuration settings
- Schedule library hierarchy and elements (if applicable) in the project DRAW database
- Test and validation of the configured data package to confirm the executed configuration meets your expectations

## SERVICE PROFILE

## AVEVA™ E3D Design - Draw ADP Piping Configuration

### 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 Automatic Drawing Production (ADP) for Piping discipline in AVEVA E3D Design - Draw. These services unlock the potential of creating drawings with automated tasks.



### Value

The ADP tool available in AVEVA E3D Design - Draw allows you to:

- Accelerate the drawing production process for Piping discipline
- Increase the standardization of the drawing generation process
- Reduce the time and effort to create and issue drawings
- Decrease inconsistencies that can happen with manual drawing tasks

### What's Included

- Detailed check of your standard documentation for piping representation in drawing
- Check of your AVEVA E3D Design project to confirm the requisites for this configuration are available and ready for use
- ADP Piping template configuration including any backing sheet hierarchy updates, tagging and dimension rules configuration, and elevation representation configuration, among other configuration settings
- Schedule library hierarchy and elements (if applicable) in the project DRAW database
- Test and validation of the configured data package to confirm the executed configuration meets your expectations

## SERVICE PROFILE

## AVEVA™ E3D Design - Draw ADP Structural Configuration

### 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 Automatic Drawing Production (ADP) for Structural discipline in AVEVA E3D Design - Draw. These services unlock the potential of creating drawings with automated tasks.



### Value

The ADP tool available in AVEVA E3D Design - Draw allows you to:

- Accelerate the drawing production process for structural discipline
- Increase the standardization of the drawing generation process
- Reduce the time and effort to create and issue drawings
- Decrease inconsistencies that can happen with manual drawing tasks

### What's Included

- Detailed check of your standard documentation for structural representation in drawing
- Check of your AVEVA E3D Design project to confirm the requisites for this configuration are available and ready for use
- ADP Structural template configuration including any backing sheet hierarchy updates, tagging and dimension rules configuration, and elevation representation configuration, among other configuration settings
- Schedule library hierarchy and elements (if applicable) in the project DRAW database
- Test and validation of the configured data package to confirm the executed configuration meets your expectations

## SERVICE PROFILE

## AVEVA™ E3D Design - Draw Background Template Configuration

### 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 drawing backing sheet templates in AVEVA E3D Design - Draw. This service unlocks the potential of creating drawings using pre-configured templates, accelerating and standardizing the process.



### Value

Drawing backing sheet template configuration offers the following capabilities:

- Standardization of customer-created drawings
- More consistency in the standard values for common attributes displayed in the drawing
- Less make-up work by the designer in AVEVA E3D Design - Draw or in third-party solutions (such as AutoCAD)
- Faster drawing preparation, as the background and its attributes are automatically populated

### What's Included

- Detailed check of your standard documentation for backing sheets in drawings (in external formats) and in your AVEVA E3D Design project
- Confirmation of unit format (Metric or Imperial)
- Verification that all information and pre-requisites needed for creation of the backing sheets template are available
- Configuration of the backing sheet element by importing your existing templates in DWG format and creating user-defined attributes to map the relevant fields in the AVEVA E3D Design backing sheet element
- Define the correct and consistent set of pens and fonts used for the drawing and additional features that are part of a backing sheet (e.g., revision table)
- Test and validation confirming the backing sheet is configured as expected and can be used to create new drawings per your requirements

## 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 - Draw Representation Rules Configuration

### 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 representation rules libraries used in association with styles libraries in AVEVA E3D Design - Draw. This service unlocks the potential of creating drawings using a standard set of customer-defined rules.



### Value

The representation rules libraries feature improves the drawing-generation process:

- Determines the way elements will be represented in the drawings with a powerful filtering feature
- Provides different ways to represent a single element depending on the discipline extracting the drawing or type of drawing required by configuring different sets of rules
- Automates the process of how the elements should be displayed
- Accelerates the drawing generation process
- Facilitates administration, maintenance and enhancement through an organized and intuitive representation rules hierarchy

### What's Included

- Detailed check of your standard documentation for drawings and forming a general perspective of how different elements are represented in drawings
- Review of your project database to confirm it has the requirements for the representation rules configuration
- Creation of a library to contain and organize all representation rules elements that will be created
- Representation rules will be created based on your needs per discipline and element, enabling a high level of flexibility as different expressions can be used to filter elements when representing them in a drawing
- Test and validation to confirm the desired results are displayed in sample drawings in your environment

## SERVICE PROFILE

## AVEVA™ E3D Design - Draw Styles Configuration

### 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 styles libraries used in AVEVA E3D Design - Draw, allowing you to create drawings using a standard set of customer-defined colors.



### Value

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

- Standardizes the way elements are represented in drawings
- Provides different options to represent a single element depending on its position and role in the drawing
- Allows you to choose when to use or not use additional features, such as arrows in lines to enhance drawing visualization
- Facilitates administration maintenance and enhancement through an organized and intuitive styles hierarchy

### What's Included

- Detailed check of your standard documentation, mainly for piping, but can also check other discipline drawings to form a general perspective of drawing style requirements
- Review of your project database to confirm it has the requirements for the configuration of the styles
- Creation of the styles elements hierarchy in the project database
- Creation of style elements, configuring color and line type representation
- Test and validation to confirm the styles are correctly configured



## SERVICE PROFILE

## AVEVA™ E3D Design - Draw Symbols 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 symbols libraries used in association with Draw and Isodraft for AVEVA E3D Design, allowing you to create drawings using a standard set of customer-defined symbols.



### Value

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

- Enables extracted drawings to display custom symbols used as standard by you
- Permits isometrics use of customized symbols for piping components
- Provides symbols that will be the base for the configuration of drawings that require symbols representation instead of real 3D geometries representation of elements
- Improves the drawing/isometric production process with a wider range of customized symbols
- Creation of 2D symbols you can add to drawing production
- Creation of View Section Indicator
- 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 symbols in drawings (in external formats) and in your AVEVA E3D Design project
- Check of your AVEVA E3D Design project to confirm the required information and requisites are available to create the drawing symbols
- Creation of libraries that include all symbol elements
- Adjustment of symbols in the AutoCAD (or similar CAD) file prior to the import process
- Import into the AVEVA E3D Design - Draw project, including some adjustments in the elements
- Test and validation to confirm the symbols are configured as expected and can be used in new drawings per your requirements

## SERVICE PROFILE

## AVEVA™ E3D Design - Draw Visual Styles Configuration

### 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 visual styles libraries used in AVEVA E3D Design - Draw, allowing you to standardize the way the dimensions, labels, general text, ruler and other graphical elements are displayed in drawings.



### Value

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

- Create a standard for representation of dimensions, labels, general text, ruler and other graphical drawing elements in terms of: line colors; line styles; and font type, size and colors
- Extract drawings using a single standard for representation of graphical elements
- Easier maintenance and modification of existing visual styles standards to create new ones
- Easier manipulation of extracted drawings in CAD software as the visual styles graphical elements are organized in different layers

### What's Included

- Detailed check of your standard documentation for graphical representation in drawings (in external formats) and in your AVEVA E3D Design project
- Confirm if all the required information and requisites are available for the creation of the drawing symbols
- Creation of specific libraries to store and organize the visual libraries in your AVEVA E3D Design project
- Creation of the visual styles elements themselves for dimensions, texts, ruler, view and labels
- Test and validation confirming the created elements are configured as expected and can be used in new drawings per your requirements

## SERVICE PROFILE

## AVEVA™ E3D Design - Engineering Data Check

### Summary

AVEVA provides data integrity and management services to support complex engineering projects using AVEVA E3D Design engineering design tools. This service has been developed to check and highlight data inconsistency, clashes and issues within engineering model data. It utilizes several AVEVA software tools, a library of rules, templates and best-practice implementation.



- Engineering Data Check Setup is available for new and established engineering projects. Starting with an established library of rules, templates, and best-practices, we can also offer custom rule development based on individual requirements for specialist projects.
- Engineering Data Check as a Service is additionally available as an ongoing service. This service includes scheduled data checking, issue reporting and check/accept/recommendation analysis based on customer requirements where applicable.

### Value

- Regularly scheduled activity for the detection and awareness of data inconsistencies, clashes and errors
- Significantly reduces inconsistencies and the number of design iterations required to resolve them, saving design time and effort and eliminating many common causes of costly rework in construction
- High confidence from regular Data Check reports showing consistency of the engineering model and data
- Easy and rapid deployment using repeatable and tested scenarios with a library of rules and examples
- AVEVA resources with technical skills and functional knowledge of AVEVA tools including AVEVA E3D Design and in-depth knowledge and varied experience with Clash Manager, Data Check, and Data Consistency
- Scheduled data checking tasks managed and completed by AVEVA and delivered as a service, increasing your project capacity by allowing designers and contractors to focus on design and execution
- Suitable for small projects, sub-contract projects, short-term and quick-start projects, and customers without CAD administrators or the in-house expertise or capacity
- Cost-effective service, available on a fixed-price subscription based on the total size of your project

- Scalable, vendor-provided solution – with availability across extended business hours with 24/7 coverage for global projects – removes the reliance on in-house resources or contract staff

## What's Included

- Engineering project structure review
- Service design or consultancy based on project structure
- Best-practice implementation for all core components
- The configuration of roles, rules, status and clash sets
- Implementation of approval/rejection rules based on your requirements where applicable
- Out-of-hours scheduling – implementation and recommendations
- Configuration of reporting based on your requirements
- Testing and verification using real project data and customer requirements
- Comprehensive data integrity reports listing issues and clashes

## SERVICE PROFILE

## AVEVA™ E3D Design - Isodraft Piping Template Configuration

### 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 Automatic Piping Isometric Production in AVEVA E3D Design - Draw and Isodraft modules. This service unlocks the potential of creating isometrics using preconfigured templates.



### Value

- Standardizes project piping isometric production, even with different users working on the process
- Reduces time to prepare the drawing as the background, material list and its attributes will be automatically populated
- Allows the visualization of highlights in the isometric caused by changes on arrangement or material list over time
- Permits isometric drawing export to neutral formats as CAD and PDF files

### What's Included

- Preparation of the piping isometric template, including a series of checks in your standard documentation and project databases (covering fonts, general units (metric or imperial), units of measure and symbols required for the isometrics deliverables)
- Highlight any actions required resulting from the series of checks
- Creation of UDAs for common isometric attributes
- Handling existing files, in third-party formats containing existing templates for isometric to use as a base, for import into AVEVA E3D Design
- General layout configuration and drawing layout configuration (e.g., dimensions, material list, labelling, etc.)

## SERVICE PROFILE

## AVEVA™ E3D Design - Isodraft Spool Drawing Template Configuration

### 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 Automatic Spool Drawings Production in AVEVA E3D Design - Spool and Isodraft modules. This service unlocks the potential of creating spool drawings using preconfigured templates.



### Value

- Standardizes project spool drawing production, even with different users working on the process
- Reduces time to prepare the drawing as the background, material list, weld list, cutting list and its attributes will be automatically populated
- Allows the visualization of highlights in the spool drawing, caused by changes on arrangement or material list over time
- Permits spool drawing export to neutral formats as CAD and PDF files

### What's Included

- Detailed check of your standard documentation for spools isometrics (third-party formats) and your AVEVA E3D Design project databases to confirm and review the requirements for the spool isometric template
- Highlight any required actions resulting from the check
- Creation of common attributes, as user-defined attributes for the spool isometrics, and adjustment and import of previous template file in DWG format to use your existing templates and standards
- Configuration of the general layout and attribute mapping, as well as a list of other features required to display in a spool isometric (e.g., material list, weld table, labels, etc.)

## SERVICE PROFILE

## AVEVA™ E3D Design - Transition from AVEVA™ PDMS Workshop

### Summary

AVEVA E3D Design is the world's most technologically advanced 3D design solution for the process plant, marine and power industries. This workshop assists clients in their preparations to transition from AVEVA PDMS to AVEVA E3D Design for a specific project.



### Value

This workshop will help you benefit from AVEVA's experience to realize the efficiencies of AVEVA E3D Design in a structured and streamlined fashion. It will also provide you with a solid understanding of important actions and activities needed to transition from AVEVA PDMS to AVEVA E3D Design – for solution implementation, hardware and software (HW/SW) requirements, project data migration, and employee resource upskilling.

### What's Included

A workshop will be held to review and discuss a simple specified project setup and identify actions to form an AVEVA solution upgrade and project data migration requirement set. Workshop activities include:

- Pre-workshop call to capture your current AVEVA PDMS HW/SW and project environment
- Review of the operating environment including HW/SW and third-party software interactions with AVEVA products
- Review of currently deployed AVEVA PDMS version with associated products and solutions
- Review of key project deliverables and timelines
- Highlighting of new functionality and technology changes in AVEVA E3D Design that can benefit your workflows
- Discuss consideration needs regarding AVEVA product modules and features used and associated project data that needs to migrate, including HW/SW requirements
- High-level review of experience and skills in your workforce, including discussion of training and upskilling requirements
- A summary report with AVEVA recommendations for project migration to utilize AVEVA E3D Design and associated products

## SERVICE PROFILE

## AVEVA™ E3D Design - Transition from AVEVA™ PDMS Workshop for Distributed Projects

### Summary

AVEVA E3D Design is the world's most technologically advanced 3D design solution for the process plant, marine and power industries. This workshop will help you prepare to transition from AVEVA PDMS in an AVEVA Global environment to an AVEVA E3D deployment of similar complexity.



### Value

You will benefit from AVEVA's experience and realize the efficiencies of AVEVA E3D in a structured and streamlined fashion. You will also gain a solid understanding of important actions and activities needed to transition from an AVEVA PDMS distributed project environment to AVEVA E3D – for solution implementation, hardware and software (HW/SW) requirements, project data migration, and employee resource upskilling.

### What's Included

- Pre-workshop call to capture your current AVEVA PDMS and AVEVA Global, with associated products, HW/SW and projects' environment
- Review of the operating environment including HW/SW and third-party software interactions with AVEVA products and projects
- Review of currently deployed AVEVA PDMS version(s) with associated products and solutions, distributed project environment utilizing AVEVA Global
- Review of key project deliverables and timelines
- Highlighting of new functionality and technology changes in AVEVA E3D that can benefit your workflows
- Discuss consideration needs regarding AVEVA product modules and features used and associated project data that needs to migrate, including HW/SW requirements
- High-level review of experience and skills in your workforce, including discussion of training and upskilling requirements
- A summary report that will include AVEVA recommendations for projects' distributed environment migration to utilize AVEVA E3D and associated products in similar project environment complexity



## SERVICE PROFILE

## AVEVA™ E3D Design - Usage Optimization Workshop

### Summary

AVEVA E3D Design is the world's most technologically advanced 3D design solution for the process plant, marine and power industries. This workshop assists clients in the effective use of an on-premise deployment of a specified AVEVA E3D Design module or discipline to maximize efficiencies in project delivery.



### Value

This workshop will help you unlock efficiencies and benefits available from an on-premise deployment of AVEVA E3D Design. AVEVA's highly skilled and experienced staff will show you the powerful features and functionalities that increase design efficiency. By taking a holistic view of project delivery and considering the use of AVEVA E3D Design within your work practices, additional efficiencies may also be identified.

### What's Included

A workshop will be held to review your company's use of AVEVA E3D Design within a specified module or discipline. The workshop will focus on helping you realize the full benefits of the AVEVA E3D product in project delivery. Workshop activities include:

- Pre-workshop call to capture problems or issues for further consideration
- Review of the operating environment and AVEVA E3D Design module or discipline usage within your workflows and, where appropriate, interaction points with third-party products
- Detailed review of the specified AVEVA E3D Design module or discipline
- Highlighting of functionality and technology changes within the specified AVEVA E3D Design module or discipline appropriate to your workflows
- Consideration of your team's current skill and experience levels, with respect to their use of the specified module or discipline, and suggested training and upskilling activities
- Identification of any other activities that may assist the efficient use of the specified AVEVA E3D Design module or discipline
- Summary report with recommendations for the usage of the specified AVEVA E3D Design module or discipline to optimize project delivery. If requested, additional recommendations relating to your workflows and/or touchpoints with third-party software can also be provided.

## SERVICE PROFILE

## AVEVA™ E3D Design - Usage Optimization Workshop for Draw for Marine

### Summary

AVEVA E3D Design is the world's most technologically advanced 3D design solution for the process plant, marine and power industries. This workshop assists you in the effective use and setup of AVEVA E3D Design 3.1 - Draw, within a Marine project.



### Value

This workshop will help unlock the efficiencies and benefits inherent to AVEVA E3D Design 3.1 - Draw. With the assistance of AVEVA's highly skilled and experienced staff, setup, features and functionalities will be shown within the Draw Application that will improve drawing production and aid project delivery.

### What's Included

A workshop will be held to review the planned use of AVEVA E3D Design 3.1 - Draw and focus on helping you realize the full benefits of the product. Activities include:

- Pre-workshop call to capture particular requirements and existing practices for further consideration
- Project evaluation, understanding current drawing usage and expectation in Draw
- Explain/assist converting 12.1 SP5 Marine Drafting settings into Draw
- Advise how to set up Draw for optimum use of available features (e.g., utilize Visual Styles)
- Highlight any functional and key technical changes in the AVEVA E3D Design 3.1 - Draw product

## SERVICE PROFILE

## AVEVA™ E3D Design - Usage Optimization Workshop for Space Management

### Summary

AVEVA E3D Design is the world's most technologically advanced 3D design solution for the process plant, marine and power industries. This workshop assists you in the effective use of the Space Management Application within AVEVA E3D Design 3.1 for both Marine and Plant.



### Value

This workshop will help unlock efficiencies and benefits inherent to AVEVA E3D Design 3.1. With the assistance of AVEVA's highly skilled and experienced staff, setup, features and functionalities will be shown within Space Management that will increase design efficiency and aid project delivery.

### What's Included

The workshop will review the current use of AVEVA E3D Design 3.1 - Space Management and focus on helping you realize the full benefits of the product. Activities include:

- Pre-workshop call to capture the queries and requirements for further consideration
- Review of the operating environment and usage of AVEVA E3D Design 3.1 - Space Management within possible workflows; if appropriate, interaction points and compatibility with other products (e.g., AVEVA Marine 12.1 Hull Design and Outfitting) may also be considered
- Highlight functional and technology changes within AVEVA E3D Design 3.1 - Space Management appropriate to required workflows
- Review application experience and skills within the Structural Design team and suggested training and upskilling activities
- Review AVEVA E3D Design 3.1 systems core functionality and new Space Management specific options for design purposes, including Flexible Explorer usage, Search & Collect tool for Partial Calculation and copying Spaces across the projects for Design Reuse
- Identification of other activities that may assist the efficient use of AVEVA E3D Design 3.1 - Space Management
- Comparison and advantages of AVEVA E3D Design 3.1 - Space Management vs AVEVA Marine 12.1 - Space Management

## SERVICE PROFILE

## AVEVA™ E3D Design - Usage Optimization Workshop for the Draw and Isodraft Applications

### Summary

AVEVA E3D Design is the world's most technologically advanced 3D design solution for the process plant, marine and power industries. This workshop assists you in the effective use of specified AVEVA E3D Design - Draw and Isodraft modules to maximize efficiencies in drawing configuration and delivery.



### Value

This workshop will help unlock the efficiencies and benefits inherent to AVEVA E3D Design - Draw and Isodraft administration. With the assistance of AVEVA's highly skilled and experienced staff, you will be shown features and functionalities that will increase the creation efficiency of drawing deliverables. Configuration of features to extract maximum performance in deliverables creation will be reviewed. By taking a holistic view of project delivery and considering the use of AVEVA E3D Design in your working practices, additional product integration efficiencies may also be identified.

### What's Included

The workshop will focus on helping you realize the full benefits of the product in project delivery and review which features should be configured to extract maximum value. Activities include:

- Pre-workshop call to capture your problems or issues in drawing and isometrics generation for further consideration
- Review of the operating environment and AVEVA E3D Design - Draw and Isodraft usage within your workflows; if appropriate, interaction points with third-party products may also be considered
- Detailed review of the specified AVEVA E3D Design - Draw and Isodraft modules
- Highlighting of functionality and technology changes within AVEVA E3D Design - Draw and Isodraft appropriate to your workflows
- Consideration of your team's current skill and experience levels and suggested training/upskilling
- Identification of any other activities that may help you efficiently use AVEVA E3D Design - Draw and Isodraft modules
- Summary report with recommendations for AVEVA E3D Design - Draw and Isodraft module usage to optimize project delivery

## SERVICE PROFILE

## AVEVA™ E3D Design - Usage Optimization Workshop for the Piping Application

### Summary

AVEVA E3D Design is the world's most technologically advanced 3D design solution for the process plant, marine and power industries. This workshop assists clients in the effective use of an on-premise deployment of the Piping Application within AVEVA E3D Design.



### Value

This workshop will help you unlock efficiencies and benefits available from an on-premise deployment of AVEVA E3D Design. AVEVA's highly skilled and experienced staff will show you the powerful features and functionalities within the Piping Application that will increase design efficiency and aid project delivery.

### What's Included

A workshop will be held to review your company's use of the AVEVA E3D Design Piping Application and focus on helping realize the full benefits of the product in project delivery. Workshop activities include:

- Pre-workshop call to capture your problems or issues for further consideration.
- Review of the operating environment and usage of the AVEVA E3D Design Piping Application within your workflows. If appropriate, interaction points with third-party products (e.g., pipe stress interfaces) may also be considered.
- Highlighting functional and technology changes within the AVEVA E3D Design Piping Application appropriate to your workflows.
- Consideration of current skill and experience levels within your pipe modelling team and suggested training and upskilling activities.
- Identification of other activities that may assist the efficient use of the AVEVA E3D Design Piping Application.
- Summary report with recommendations for the use of the Piping Application within AVEVA E3D Design to optimize project delivery. If requested, additional recommendations relating to your workflows and/or the use of third-party software may also be provided.

## SERVICE PROFILE

## AVEVA™ E3D Design - Usage Optimization Workshop for the Structures Application

### Summary

AVEVA E3D Design is the world's most technologically advanced 3D design solution for the process plant, marine and power industries. This workshop assists clients in the effective use of an on-premise deployment of the Structures Application within AVEVA E3D Design.



### Value

This workshop will help you unlock efficiencies and benefits available from an on-premise deployment of AVEVA E3D Design. AVEVA's highly skilled and experienced staff will show you the powerful features and functionalities within the Structures Application that will increase design efficiency and aid project delivery.

### What's Included

A workshop will be held to review your company's use of the AVEVA E3D Design Structures Application and focus on helping realize the full benefits of the product in project delivery. Workshop activities include:

- Pre-workshop call to capture your problems or issues for further consideration.
- Review of the operating environment and usage of the AVEVA E3D Design Structures Application within your workflows. If appropriate, interaction points with third-party products (e.g., structural analysis interfaces, steel detailing packages) may also be considered.
- Highlighting functional and technology changes within the AVEVA E3D Design Structures Application appropriate to your workflows.
- Consideration of current skill and experience levels within your structures modelling team and suggested training and upskilling activities.
- Identification of other activities that may assist the efficient use of the AVEVA E3D Design Structures Application.
- Summary report with recommendations for the use of the Structures Application within AVEVA E3D Design to optimize project delivery. If requested, additional recommendations relating to your workflows and/or the use of third-party software may also be provided.

## SERVICE PROFILE

## AVEVA™ E3D Design - Usage Optimization Workshop for the Supports Application

### Summary

AVEVA E3D Design is the world's most technologically advanced 3D design solution for the process plant, marine and power industries. This workshop assists clients in the effective use of an on-premise deployment of the Supports Application within AVEVA E3D Design.



### Value

This workshop will help you unlock efficiencies and benefits available from an on-premise deployment of AVEVA E3D Design. AVEVA's highly skilled and experienced staff will show you the powerful features and functionalities within the Supports Application that will increase design efficiency and aid project delivery.

### What's Included

A workshop will be held to review your company's use of the AVEVA E3D Design Supports Application and focus on helping realize the full benefits of the product in project delivery. Workshop activities include:

- Pre-workshop call to capture your problems or issues for further consideration.
- Review of the operating environment and usage of the AVEVA E3D Design Supports Application within your workflows.
- Highlighting functional and technology changes within the AVEVA E3D Design Supports Application appropriate to your workflows.
- Consideration of current skill and experience levels within your Supports modelling team and suggested training and upskilling activities.
- Identification of other activities that may assist the efficient use of the AVEVA E3D Design Supports Application.
- Summary report with recommendations for the use of the Supports Application within AVEVA E3D Design to optimize project delivery. If requested, additional recommendations relating to your workflows and/or the use of third-party software may also be provided.

## 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

## 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

## 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

## 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.



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

## 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

## 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

## AVEVA™ Operator Training Simulator - Scenario Update

### Summary

While your simulator was delivered with custom training scenarios, over time your operational processes change, and new equipment gets deployed. These changes need to be engineered into your simulator. If not, there is an increasing disconnect between your simulator and real-time operations. The Simulator Scenario Update effectively and thoroughly bridges the gap and updates your simulator, identifies and implements new process events operators must learn and address, and engineers targeted simulator improvements.



### Value

- Cost savings by improving the effectiveness of dealing with abnormal plant operations
- Improved operational consistency through standard procedures and responses in operations
- Reduced risk of errors as operators execute workflows and measures based on current operations

### What's Included

- Review process data with plant personnel to identify new process events or disruptions that have occurred (or occurred frequently) since the simulator was delivered or last updated – looking for those events that do not have a malfunction or scenario(s) presently defined in the simulator
- Let you identify, and help you sort, the top 5 malfunction or scenario candidates to be handled in the simulator and discuss the steps required to implement
- Confirm the model's current behavior and check if it can respond to the situation under a wide range of conditions
- Work with you to verify how the operator should respond
- Identify the steps required to implement – including process mapping and updating of procedure(s) in the simulator
- Add the new scenarios/malfunctions in the model
- Test and verify changes are added in the model
- Training Performance Monitoring templates for the new scenarios and malfunctions
- Activity and Change Summary Document (Test document as per practice maturity)

## SERVICE PROFILE

## AVEVA™ Operator Training Simulator - Startup and Maintenance Refresher Training

### Summary

An AVEVA technical expert will deliver a course focused on the system startup, maintenance, and shutdown of your AVEVA™ Operator Training Simulator (OTS). This training is intended for new or existing resources who maintain the system or a trainer in charge of the operation.



### Value

- Improved effectiveness and efficiency of operator training by providing them with a thorough review of procedures
- Improved productivity when transitioning to new trainers and/or resources that maintain the system
- Better collaboration and communication with your trainer and your AVEVA support resources
- Increased ROI, adoption, and use as a result of increased confidence in the simulator

### What's Included

- Discussion to identify candidates who need OTS refresher training
- Review of training materials provided to you during OTS delivery (e.g., Instructor Manual, System Maintenance Guide, etc.)
- Guidance on minor modifications to the system to catch up with software back procedures, and antivirus updates (not the model) if required.
- Update the System Maintenance and Startup training curriculum to address any gaps
- Training session; topics include:
  - Overview of simulator software and hardware and network architecture
  - Review of as-built components and configuration
  - Detailed instruction on how to start up and shut down the simulator (not the process being simulated)
  - Tips on how to properly maintain the system and how to recover from temporary system anomalies

## 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 your 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

## 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

## 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™