

# AVEVA Customer FIRST Support

## OUR COMMITMENT TO YOUR SUCCESS

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

## BENEFITS

	Standard	Premium	Elite	
<b>Technical Support &amp; Services</b>				
Knowledge & Support Center Website Access	•	•	•	Download software, search for answers to your questions, subscribe to updates, and browse a wealth of technical resources. Register <a href="#">here</a> .
Customer FIRST Benefits App	•	•	•	A mobile app designed to help realize value from your support and services agreement ( <i>Available for Android and iOS</i> )
Complimentary Access to AVEVA's Monitor & Control Portfolio eLearning	•	•	•	Visit the <a href="#">training site</a> and select "Complimentary (Free)" under Exclusive Offerings
25% Discount on a Training Class*	•	•	•	Discount applies to one class per agreement year, for <b>Wonderware Midwest</b> classes only. See the <a href="#">current schedule</a> .
Customer FIRST On-Boarding Session	•	•	•	Ensure your organization understands the key features of the Customer FIRST program and provide education on how to utilize support resources and related tools for maximum benefit. <a href="#">Learn more</a>
Business Hours Technical Support	•	•	•	Local expert technical assistance from <b>Wonderware Midwest</b> : Monday-Thursday: 8:00 AM-5:00 PM CT Friday: 7:30 AM – 4:30 PM CT
Access to Level 2 Direct/Advanced Technical Support		•	•	Technical assistance from <b>AVEVA corporate</b> (based in Lake Forest, CA): Monday-Friday, 8:00 AM-5:00 PM PT
Emergency 24 Hour Technical Support		•	•	Support available around the clock for emergencies! Contact <b>AVEVA</b> direct 24x7 for system failure or downtime level issues.
After-Hours Emergency Technical Support	<i>Billable at \$400 per hour</i>			Call <b>Wonderware Midwest</b> outside of normal business hours for assistance with a major issue ( <i>*Service is not guaranteed</i> )
<b>Software Maintenance &amp; Utilities</b>				
Software Version Upgrades & Revisions	•	•	•	Run the latest versions of Wonderware software for optimal capabilities. Contact the <a href="#">Product Advisory Team</a> to request your upgrades.
Software Maintenance Releases, Service Packs, Patches/Fixes, etc.	•	•	•	Stay current with the latest updates and fixes
Software Asset Manager	•	•	•	AVEVA software license and version management tool. Learn more and <a href="#">download today</a> from the Knowledge & Support Center.
Discount on Test and Offline Development System Licenses		•	•	Save on additional licenses for testing your applications
Software License Replacement			•	Physical replacement of a damaged or lost license(s) at no charge
AVEVA System Monitor Application	<i>Basic: Full-feature monitoring of a single machine</i>	<i>Basic: Full-feature monitoring of a single machine</i>	<i>Full: License included with support</i>	Application proactively monitors your AVEVA systems (software, application, and computers) and sends notifications of system health issues. The full version is available for purchase to Standard and Premium support customers.

## PRICING

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

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

## TECHNICAL ADVISORY

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

## CONTACT

### Technical Support:

(866) 826-9725, ext. 1 (*Agreement ID Required*)  
Portal@wonderwaremidwest.com

### Benefits Information:

(262) 432-1162  
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AVEVA  
Distributor