

Go-Live Standby (After Hours)

The Go-Live Standby service provides an AVEVA Select certified technical expert on-call to quickly respond to any issue you might have as you put a new or upgraded system into production outside of local business hours.

\$3,200

Putting a new or upgraded system into live production can be stressful. Tight deadlines are common, and last-minute unforeseen issues can lead to production delays with potentially large financial implications. Our Go-Live Standby service augments your resources with a dedicated AVEVA Select certified technical expert who is familiar with your AVEVA system and can help to resolve any issues that may prevent you from an on-time commissioning of your application. Should an issue occur, your resource will solely focus on a resolution or a suitable work-around. If required, we can make arrangements for your resource to be on-site at your location.

What's Included

- An introductory call with your AVEVA Select technical resource to discuss your AVEVA system environment, go-live activities, required testing, deadlines for completion and what constitutes a successful go-live
- Direct access to your AVEVA Select technical resource for a period of up to 8 hours of a single day for assistance
- Completion report detailing any issues raised and remediation actions taken