

## Best-in-Class Software Maintenance, Support and Services – Getting Maximum Value from Your Wonderware Software

### WONDERWARE CUSTOMER FIRST SUPPORT PROGRAM

Your investment in Wonderware software and hardware solutions is the first step in establishing a relationship with Wonderware. The Wonderware Customer First program has been carefully developed to help you maximize the value of your Wonderware software systems.

We offer a portfolio of services, resources and experience to help you get on the fast track to success.

#### Customer FIRST for Wonderware

The Customer FIRST for Wonderware program demonstrates our commitment to your success. It offers a rich portfolio of essential software maintenance, award-winning technical support and services to help you protect and extend the value of your investment and keep your operations running smoothly. The Customer FIRST for Wonderware program ensures that you get:

- Continuous software maintenance and innovation through software version upgrades to evolve your Wonderware solution to best address changing business needs
- Access to technical support experts that are adept at resolving issues quickly, capitalizing on years of experience

- Optional services and system management applications to help you manage, optimize and extract the most value your software solution

As a Wonderware Customer First member, you have the flexibility to choose between support levels based on project and commissioning milestones, the complexity and criticality of your operations, the maturity of your applications and the expertise of your project resources.

For global customers, there is also available Wonderware Premium and Elite support levels to allow global 24 / 7 / 365 services, automated email of support usage and summary reports, global WW Support Symposiums and much more.

*Get the maximum value from your Wonderware software!*

## Customer FIRST for Wonderware Lets You Choose What You Need

With an array of service levels and options, you choose the program level that best suits your specific needs. Whether you are planning a new installation, optimizing and fine-tuning a mature system, or evolving your system with the latest software upgrades to take advantage of rich new capabilities, one of our service levels will ensure you have what you need.

Included Services	Basic	Standard	Premium	Elite	
<b>Pricing</b>	1150€/year		%/year of installed licenses. Ask our offer.		
<b>Technical Support And Services</b>					
Business Hours Technical Support (Normal Local Business Hours)	◆	◆	◆	◆	Access to expert technical assistance in Finnish or English
Wonderware Finland incl. WW Riga Tech Center working time phone/email Level 1 support	◆				Access to expert technical support
Wonderware Finland training classes and customer site training with special price	◆				Ask our offer
Wonderware Finland Partner companies engineering and consulting services with special price	◆				Ask our offer
Global Customer Support Website Access		◆	◆	◆	Access to product information and downloads, technical support articles, security bulletins & case management
Customer FIRST Benefits App		◆	◆	◆	Our app helps you utilize and realize value from your support agreement with proactive notifications from Wonderware & your local support provider
eLearning Webinars		◆	◆	◆	Access to our rich library of eLearning webinars
En Route Response Commitment for Billable Onsite Corrective Assistance		NBD	24hrs	4hrs	Technical support and subject matter expert at your doorstep, dispatched within hours of your request
Discount on Technical Support Consulting Services		10%	10%	20%	Leverage Wonderware expertise even more ...for less
Level 2 Direct/Advanced Technical Support			◆	◆	Direct access to Wonderware Global Customer Support resources to resolve complex issues
Emergency 24 Hour Technical Support (24/7/365)			◆	◆	Support available around the clock for emergencies!
Support Usage and Summary Reports			◆	◆	Automatically receive a monthly summary of all your support activity
Customer FIRST Program Reviews (Per Year)			1	2	A focused meeting with your sales or support partner to review utilization and value derived from your support agreement
<b>Software Maintenance And Utilities</b>					
Software Maintenance Releases, Service Packs, Patches, Updates and Hotfixes		◆	◆	◆	Stay current with the latest updates and fixes
Software Version Upgrades and Revisions		◆	◆	◆	Run the latest versions of your Wonderware software and access the latest functional enhancements
Discount on Test and Offline Development System Licenses			◆	◆	Save on additional licenses for testing your applications
Software Asset Manager			◆	◆	Valuable tool assists in the management of your Wonderware software licenses and product versions
Software License Replacement				◆	Physical replacement of a damaged or lost license(s) at no additional charge
Sentinel System Monitoring Solution				◆	Application proactively monitors your Wonderware systems (software, application and computers) and sends notifications of system health issues
<b>Additional Benefits: Minimum Contract Spend Required</b>					
Included Wonderware Training (Classroom, eLearning or Virtual Instructor-led)			1 Seat**	2 Seats**	Take advantage of our expert training to quickly gain advanced knowledge
Block of Technical Support Consulting Services (Included)			16hrs**	24hrs**	Expert guidance on best practices during initial rollout and on-going phases of your application
Complimentary Invitations to Wonderware Aveva Software Customer Events			2**	5**	Enjoy attendance at our annual User Group and Wonderware Premium Support Symposium
Dedicated Customer Portal			◆	◆	Access all your plant's support activity, license and purchase history, private content library, and dedicated forum online!

**KLINKMANN**

*Wonderware*

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Additional Benefits: Minimum Contract Spend Required (Cont'd)					
	Basic	Standard	Premium	Elite	
Technical Account Management Team			◆	◆	A designated, senior level support team ensures that your issues are receiving top priority!
Annual Lifecycle Assessment and Upgrade Planning Roadmap			◆	◆	Understand the current state of your installed software and plan for the future
Planning and Technical Advisement				◆	Counsel and strategic direction for software lifecycle management and software upgrade rollouts
Cyber Security Readiness Workshop				◆	Cyber experts review your security technology and procedures to identify potential security gaps and provide remediation plan
<b>Optional Services</b>					
Flexible Funding for Services		◆	◆	◆	Embed funds into your Customer FIRST Agreement for optimization and consulting services to use at your convenience during your agreement term
Upgrade and Migration Planning		◆	◆	◆	Detailed material and execution plan to upgrade your Wonderware application to current Wonderware technology
Customer FIRST for Solutions		◆	◆	◆	Application support and lifecycle maintenance for Advanced Solutions engineered / implemented by Wonderware Aveva
Software Asset Manager		◆	Incl.	Incl.	Valuable tool assists in the management of your Wonderware software licenses and product versions
Customer FIRST Cyber Security Maintenance Program		◆	◆	◆	Receive expert technical support based on situational urgency and complexity; also includes quarterly and annual site visits for covered products and applications
Customer FIRST Cyber Security Assessment		◆	◆	◆	Benefit from a comprehensive technical site review of your control network infrastructure to enable informed budgetary and technology decisions
Sentinel System Monitoring Solution		◆	◆	Incl.	Application proactively monitors your Wonderware systems (software, application and computers) and sends notifications of system health issues
Annual System Health Review (with Sentinel System Monitoring Solution)			◆	◆	Leverage Wonderware Aveva experts to baseline your system and maintain peak performance by utilizing Sentinel
Wonderware System Monitoring Services			◆	◆	Wonderware will receive, triage and coordinate resolution of system alerts (via Proactive System Monitoring Solution or Sentinel)
Technical Account Management Team			◆	◆	A designated, senior level support team ensures that your issues are receiving top priority!
Resident Engineer			◆	◆	Augment your technical staff with a skilled Wonderware Aveva engineer resident at your plant year-round to help you achieve your operational goals
Implementation Consultant			◆	◆	Ensure the successful deployment of your software project with a dedicated technical expert to oversee your implementation
Application Clone (Remote, Hosted)				◆	A virtualized replica of your Wonderware application hosted at Wonderware Aveva for testing, issue replication and advanced troubleshooting
3rd Party Software Support				◆	Wonderware acts as a single point of contact for specified non-Wonderware software

\*\* This is the base quantity provided to customers meeting the minimum spend. Depending on your spend, you may qualify for additional quantities.

NBD = Next Business Day.



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