



WonderCare

WonderCare Site Visit

Wonderware Midwest is proud to offer WonderCare as a unique benefit to Customer FIRST Support program participants. Users enrolled in Customer FIRST with an eligible installed license value are entitled to one WonderCare visit per agreement year. The purpose of this appointment is to ensure that all Wonderware software is running properly, and to make recommendations where applicable. The process includes:

- A five (5) hour on-site review with a Wonderware Midwest engineer
- Inventory of installed Wonderware software and licensing
- Collection of log files to discover and inspect potential problems

WonderCare Deliverables

Coming out of the visit, an inventory worksheet is provided which includes an outline of all Wonderware machines, software installation information, and licensing details. Any areas of concern within the log files are transferred to the Wonderware Midwest Technical Support Team, and cases are created to troubleshoot issues with you. The WonderCare engineer also offers recommendations to improve the ongoing performance and/or stability of your system.

WonderCare vs. Consulting Services

WonderCare visits are not meant to be a replacement for consulting services. The engineer on site does not spend time troubleshooting issues or fixing known problems. This service provides an overall health assessment for your Wonderware system.

Sites at a distance of more than 100 miles from Wonderware Midwest are billed any travel expenses. For remote areas, WebEx reviews serve as an alternative option to engineer travel.

Contact the Wonderware Midwest Services Team to schedule your WonderCare site visit:

Matt Schulteis

Manager - Technical Services
Matt.Schulteis@wonderwaremidwest.com
262.432.1163

