

Wonderware Customer FIRST Support

Our Commitment to your Success

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

Benefits	Standard Plus	Premium	Elite	
Technical Support & Services				
Knowledge & Support Center Website Access	•	•	•	Search for answers to your questions, subscribe to updates, and browse a wealth of software-related news (softwaresupport.aveva.com)
Customer FIRST Benefits App	•	•	•	A mobile app designed to help utilize and realize value from your support and services agreement (<i>Available for Android and iOS</i>)
Access to Wonderware eLearning Webinars	•	•	•	Access to rich library of eLearning webinars
25% Discount on a Training Class*	•	•	•	Discount applies to one class per agreement year, for Wonderware Midwest classes only
10% Discount on Prepaid Consulting Services Block of 40+ Hours*	•	•	•	Leverage Wonderware Midwest expertise for complex projects
WonderCare On-Site Technical Review*	•	•	•	On-Site review to determine overall health and implementation of Wonderware (<i>Minimum installed license value required</i>)
Business Hours Technical Support	•	•	•	Local expert technical assistance from Wonderware Midwest : Monday-Thursday: 8:00 AM-5:00 PM CST, Friday: 7:30 AM – 4:30 PM CST
Access to Level 2 Direct/Advanced Technical Support		•	•	Technical assistance from Wonderware corporate in Lake Forest, CA for two (2) named contacts: Monday-Friday, 9:00 AM-7:00 PM CST
Emergency 24 Hour Technical Support		•	•	Support available around the clock for emergencies! Contact Wonderware corporate direct 24x7 for system failure or downtime level issues.
After-Hours Emergency Technical Support	<i>Billable at \$370 per hour</i>			Call Wonderware Midwest outside of normal business hours for assistance with a major issue (<i>Service is not guaranteed</i>)
Software Maintenance & Utilities				
Software Version Upgrades & Revisions	•	•	•	Run the latest versions of Wonderware software for optimal capabilities
Software Maintenance Releases, Service Packs, Patches/Fixes, etc.	•	•	•	Stay current with the latest updates and fixes
Wonderware Software Asset Manager	•	•	•	Wonderware software license and version management tool (Download today from softwaresupport.aveva.com – search for SAM 4.0)
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
Sentinel Proactive System Monitoring Application	<i>Available for purchase</i>	<i>Available for purchase</i>	•	Application proactively monitors your Wonderware systems (software, application and computers) and sends notifications of system health issues

* Benefits unique to Wonderware Midwest support

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.



Contact Leah Muenchow with any questions regarding your support benefits:

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