KLINKMANN

Klinkmann Support and Success Services

AVEVA Customer FIRST Program

Your AVEVA software solution represents a substantial and strategic investment to transform your business. With technical experts and an extensive global network, we partner with you to get the most from your technology and achieve your desired business outcomes.

As a Customer First member, you have the flexibility to choose between support levels based on the complexity and criticality of your operations, the maturity of your applications and the expertise of your project resources. There are also available Premium and Elite support levels to allow global 24 / 7 / 365 services and so much more.

Klinkmann Competence Center for AVEVA Customer First

We offer resources and experience to help you get on the fast track to success. Klinkmann's Competence Center is your nearby technical team that is adept at resolving issues quickly, capitalizing on years of experience. We provide services in Finnish, English and Russian for Kazakhstan and Central Asian markets.

- Certified Support Center (CSP) Services
- Certified Training Center (CTP) Services
- Market reach: Finland, Estonia, Latvia, Lithuania, Kazakhstan, Uzbekistan, Azerbaijan, Central Asia

Klinkmann Expertise on-demand

At Klinkmann, your success is our mission. We offer expert consulting to help you with short-term tasks. Our optional services are designed to help you manage, optimize and extract the most value your software solution. Contact us for a quotation.

AVEVA Customer FIRST 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.

Klinkmann Competence Center for L1 and L2 Certified Support.

Included services	Standard	Premium	Elite	Description
Technical support and services				
Business hours technical support (normal local business hours)	●	●	●	Access to expert technical assistance
Knowledge and Support Center website	●	●	●	Knowledge base, case management, software downloads, and more
Customer FIRST mobile support app[1]	●	●	●	Convenient access to product information and news, case management, and more
Level 2 - direct technical support	●[2]	●	●	Direct, immediate access to AVEVA Global Customer Support
En route response plan for billable onsite corrective assistance	NBD	24 hours	4 hours	Expert resource mobilized to your site to remedy technical issues
Discount on technical support consulting services	5%	10%	20%	Leverage AVEVA software technical expertise for less
E-Learning	●	●	●	Get on-demand access to our rich library of modules
Cloud application accessibility support (24/7/365)	●	●	●	AVEVA resources available to help ensure user access to cloud solutions
Emergency 24-hour technical support (24/7/365)		●	●	Around-the-clock support to minimize situational impacts
Technical support priority response commitment			●	Priority handling of your technical support call
Software maintenance and utilities				
Software version upgrades and revisions	●	●	●	Take advantage of the latest software features; included with AVEVA Connect
Software maintenance releases, service packs, patches, updates and hotfixes	●	●	●	Stay current with the latest updates and fixes; included with AVEVA Connect
License assurance[3]		●	●	Replacement or rehosting of a damaged or lost perpetual license
Discount on test and offline development system licenses		●	●	Save on additional licenses for testing applications
AVEVA™ System Monitor			●	Proactive monitoring of Wonderware system health
Additional benefits for customers meeting a minimum annual contract value				
Block of technical support consulting services		16	24	Expert guidance during initial rollout and on-going phases
Included training for your AVEVA software product (classroom or virtual instructor-led)		1	2	Expert training to sharpen skills and increase productivity
Complimentary invitations to AVEVA software customer events		2	5	Attend our user conference(s) or other AVEVA-hosted events

1. Refer to the AVEVA Customer FIRST Program User Guide for usage limitations
2. Only available at Premium and Elite levels when purchased through AVEVA Partner
3. License assurance included for all subscriptions/cloud-hosted software

Contact us: **info@klinkmann.fi**