



Summary

The Customer FIRST program offers a rich portfolio of essential services that specifically meets the unique demands of the Nuclear Power industry to help you achieve operational excellence through maximum system performance and reliability.

Business Value

The Customer FIRST program for the Nuclear industry helps you to:

- Reduce the risk and impact of unscheduled downtime
- Extend the life of older assets
- Reduce the cost of parts, maintenance & support
- Meet compliance and safety standards

You get what you need – fast access to seasoned experts and the parts you rely on. Our skilled engineers are located around the world, ready to be onsite quickly when needed.

Real Collaboration.
Real-Time Results.™

Customer FIRST Maintenance & Support Program for the Nuclear Power Industry

With over 100 years of experience in Process Automation and more than 50 years of servicing the nuclear industry, Invensys understands your maintenance and support requirements. Keeping your operation running reliably, safely and efficiently is critical – to your customers, employees, and all who depend on you. We provide solutions for more than a third of the world's Nuclear power suppliers and we are confident that we can provide the support you need.

Customer FIRST is Invensys' program for Maintenance and Support services. We recognize the unique needs of the Nuclear industry and have tailored the program to provide you with comprehensive services and flexible options to meet your specific business requirements.

We address your number one concern – that any potential issues are addressed fast – with knowledgeable resources, availability of the right parts, and compliance with all governing regulations.

KEY FEATURES

- Priority access to support experts 24/7
- Dedicated, experienced site personnel ready to respond and available locally
- Guaranteed parts provisioning
- Ability to support wide range of products, old and new
- Web support, communications and bulletins with tips and forums
- Commitment to the Nuclear power industry



OUR ADVANTAGE – YOUR BENEFIT

Invensys engineers have participated in the design, assembly, checkout, documentation, and shipment of hundreds of systems for Nuclear power plants, systems ranging from single control loops to complete plant protection and control systems. Foxboro and Triconex are leading brands for Control and Safety.

Invensys is the single supplier to the nuclear industry who provides the total Nuclear Solution fully supported by one vendor, providing a continuously current solution with compatibility of software and hardware. We provide the lowest risk short and long-term solution for your safety and control systems maintenance and support needs.

Whether you have modest needs for support, or demand the most comprehensive and responsive support available, the Customer FIRST Elite and Premium membership levels provide you with a broad range of services. With each program level, Customer FIRST provides optional services to tailor your membership to your exact requirements.



Invensys Customer FIRST

For Foxboro I/A Series and Triconex

Included Services

	NUCLEAR PREMIUM	NUCLEAR ELITE
Common Elements		
Business Hours Technical Support (normal local business hours)	♦	♦
Technical Support Extended Hours (24/7/365)	♦	♦
Web Support – Knowledgebase, Online Training*, Proactive Communications	♦	♦
Annual Lifecycle Assessment Report	♦	♦
Upgrade Planning Roadmap	♦	♦
Onsite Corrective Assistance – En route response commitment	24hrs*	4hrs*
Discount on Consulting Services (when purchased with Service Agreement)	♦	♦
Support Usage and Summary Reports	♦	♦
Number of Contract Management/Performance reviews per year	1	2
Dedicated Customer Portal	†	†
Complimentary Invitations to Invensys Operations Management Customer Events	2†	5†
Block of Consulting Services included	16hrs†	24hrs†
Technical Account Management Team		†
Software Elements		
Software VERSION upgrades and revisions** (license & media only)		♦
Software maintenance releases, service packs, patches and updates	♦	♦
Discount on Test and Offline Development System Licenses	♦	♦
System Asset Viewer	♦	♦
Hardware Elements		
Number of Preventive Maintenance site visits per year - In Service, Limited Control System Access	1	2
Number of Preventive Maintenance site visits per year - Out of Service, Full Control System Access	1	2
Discount on Site Engineering Services	♦	♦
Advantage Program Discount (I/A Series, InFusion CE and Triconex)	♦	♦
Module Exchange/Reserve Program	Reserve‡	Exchange‡
MEP/MRP Parts Discount	♦	♦
Discount on Spares	♦	♦
Block of Site Engineering Services included	16hrs†	24hrs†

† Additional conditions apply. Your salesperson can advise you.

* Where available.

** Excludes labor and hardware, additional conditions apply.

‡ Safety related equipment is not available through MEP/MRP.

Optional Services

	NUCLEAR PREMIUM	NUCLEAR ELITE
Flexible Funding (Services, Material, Training Growth, Advantage Upgrade)	♦	♦
Upgrade Migration Planning	♦	♦
Onsite Corrective Assistance – 4 Hour en route response commitment*	♦	Included*
Preventive Maintenance - Additional number of site visits per year - In Service, Limited Control System Access	♦	♦
Preventive Maintenance - Additional number of site visits per year - Out of Service, Full Control System Access	♦	♦
Custom Application Support	♦	♦
RemoteWatch Service (I/A Series and InFusion CE) and Annual Health Check Reports	♦	♦
Additional RemoteWatch Health Check Reports per year	♦	♦
Parts Management	♦	♦
Resident Engineer/Consultant (full time or part time)	♦	♦
3rd-Party Hardware and Software Support	♦	♦

For full details on each service element and the applicability of program features to your site, see the Invensys Customer FIRST User Guide.



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