



Comprehensive Services

Customer FIRST is not just technical support, it's a comprehensive program to help you manage your systems and protect your investments.

Real Value

Customer FIRST members enjoy the many benefits of a closer collaborative relationship with InvenSys.

- Responsive services
- Depth of expertise
- Proactive planning
- Continuous performance monitoring
- Emergency contingency provisioning
- Deep discounts on hardware
- Software and services

These important elements make the Customer FIRST membership an essential part of your business success.

Maximize Asset Performance

Downtime costs businesses millions of dollars - Customer FIRST support gives you options to maximize productivity by keeping your operations running smoothly.

Outages, both planned and unplanned, are costly; businesses increasingly need to employ effective pre-emptive strategies to reduce risks and employ efficient and effective resourcing strategies to ensure that non-productive time is kept to a minimum.

Customer FIRST is not just technical support, it's a comprehensive program to help you manage your systems and maximize the performance of your assets.

DOWNTIME HURTS—CUSTOMER FIRST CAN HELP

Even the most reliable equipment requires downtime, perhaps for routine maintenance, preventive maintenance, upgrades or replacement. You need to ensure that downtime is kept to a minimum and to ensure that there is minimal production loss as a result.

- Customer FIRST provides you with access to great hardware maintenance, software maintenance and comprehensive lifecycle management services to help you optimize your planned downtime and minimize unplanned downtime events.

Recovery time is critical, and any delays in acquiring either replacement parts, or the expertise required to quickly resolve problems, can have a significant financial impact on your business.

- Customer FIRST provides you with timely access to critical spare parts with the ability to manage spares more easily and ensure the reliability of your systems.

What's more, extended downtime presents other risks to your business such as failing to meet contractual obligations to your customers and the loss of business that may ensue.





- Customer FIRST also gives you access to Invensys technical resources to help you ensure that your system is back to capacity in as short a time as possible. Our world-class global service organization is available locally, so the help you need is never far away.

Asset performance is not just about maximizing availability though; you need to ensure that your assets are working to their maximum potential. You also need to minimize the risk to your business of missed schedules, poor quality or regulatory violations, with the business consequences that may follow.

- Customer FIRST gives you proactive remote health monitoring services to spot warning signs before problems occur and advanced consulting services to tune your systems to maximum performance.

CUSTOMER FIRST – OUR MISSION: YOUR SUCCESS

Customer FIRST membership gives you access to award-winning technical support, hardware and software maintenance services, lifecycle management and remote Services, training and consulting services, and much more.

Customer FIRST provides you with comprehensive services and flexible options to choose exactly the right kind of program to suit your business needs and help you to maximize asset performance.

For more information about Customer FIRST, please visit our website at iom.invensys.com or speak with your Invensys sales representative.



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Invensys • 5601 Granite Parkway III, #1000, Plano, TX 75024 • Tel: (469) 365-6400 • Fax: (469) 365-6401 • iom.invensys.com

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