



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 Inven·sys.

- 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.

Protect Critical Investments

Businesses have a need and a responsibility to maintain their hardware and software systems as critical parts of their business; Customer FIRST helps to extend the life of your assets with effective support and service.

If you are like most of the businesses that we talk to, you are under incredible pressure to ensure that you are getting the very best return on your investments, including the significant investments you have in systems from Inven·sys.

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NO MORE BUSINESS AS USUAL— CUSTOMER FIRST CAN HELP

You have made important decisions to invest in, and exploit, the latest systems and technology to gain a competitive advantage and maximize performance. You need to take every possible measure to protect those investments into the future and ensure that they are delivering the best possible return to your business. With such investments, your physical assets need to operate reliably and with longevity.

- Customer FIRST provides you with access to great hardware maintenance, software maintenance and comprehensive lifecycle management services to help you with efficient and well-managed deployment of the latest technology for optimal performance.

With budgets always under pressure, your maintenance costs need to be contained and the necessary skills and expertise to meet the needs of your business can be expensive to keep in-house.

- Your Customer FIRST membership will give you back control of your maintenance costs, with services designed to help you minimize in-house costs while providing you with guaranteed availability of essential spare parts and critical resources to improve the agility of your business.





After years of downsizing and the industry-wide problem of an aging and retiring workforce, it is increasingly difficult to find the essential skills and experience necessary to properly maintain and utilize your systems.

- With access to the right expertise in the right place at the right time, Customer FIRST helps you to contain personnel costs, while improving service levels and freeing your most valuable resources to focus on new opportunities for improvement and growth.

And if that were not enough, you need to constantly plan for the future with effective management of your system lifecycles, anticipating their eventual retirement and replacement at a time that suits the needs of your business. Tough to do when you are always fire fighting.

- Well maintained and available equipment provides greater productivity over an extended working life to increase the return to your business. The services you get with your Customer FIRST membership will help you to efficiently and effectively maximize equipment lifecycles.

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 protect your critical investments.

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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