



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.

Reduce Total Cost of Ownership

Saving money is always important and Customer FIRST helps you save money over the long term with innovative discounts and flexible funding options.

Businesses are operating under extraordinary financial constraints: budgets are limited, cash flow must be predictable and conservative, and administrative overhead to win necessary approvals can be a significant burden.

Customer FIRST is not just technical support, it's a comprehensive program to help you manage your systems and help you reduce your total cost of ownership.

CONTAINING COSTS IS DIFFICULT— CUSTOMER FIRST CAN HELP

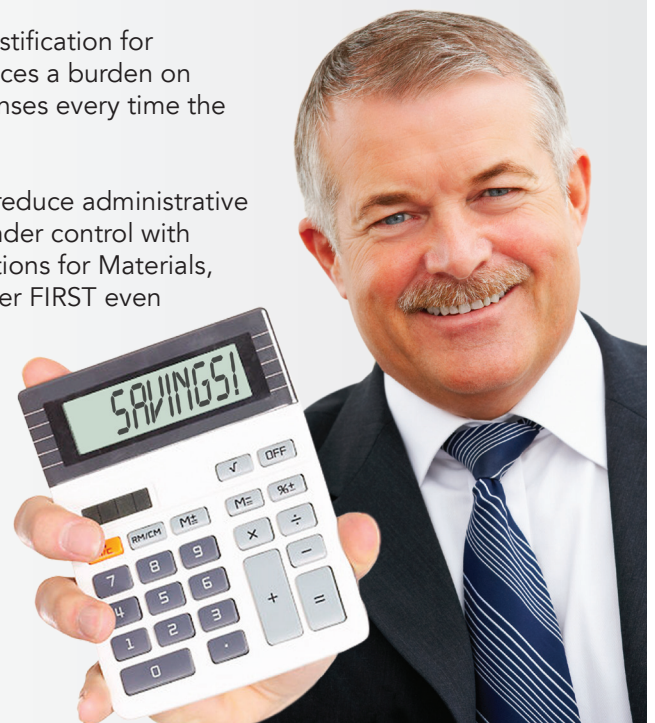
The prevailing economic climate continues to exert pressure to reduce costs and to justify every expenditure. Operating budgets are finite and have to be efficiently allocated, yet unplanned costs come at you from all directions.

- Customer FIRST helps to protect you from unexpected costs while providing you with the means to ensure reliable operation of your equipment. Customer FIRST also helps lower your overall costs by delivering savings from downtime avoidance, savings from accelerated downtime recovery and savings on technology upgrades.

CFOs today insist on rigorous justification for unplanned expenses - which places a burden on you to justify unscheduled expenses every time the unexpected occurs.

- Customer FIRST helps you to reduce administrative burden and bring expenses under control with innovative flexible funding options for Materials, Services and Training. Customer FIRST even helps to simplify purchasing with prepaid flexible funds to eliminate the hassle of unscheduled expense authorizations.

Watching your cashflow is also important and it helps to spread payment for parts and services over time to meet your schedule.





- Customer FIRST gives you access to innovative flexible finance options for your hardware, software services and training needs. Flexible funding makes it easy to manage project budgets and simplify planning and purchase of anticipated expenses. Customer FIRST even helps you to optimize your cash flow with installment payments for critical purchases.

Of course you need to obtain the best possible discounts for your essential hardware, software and services and training.

- Customer FIRST membership gives you the best possible discounts, helping you to dramatically reduce overall costs with significant discounts on equipment, upgrades, spare parts, software licenses, consulting services and training.

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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