



Summary

InvenSYS Customer FIRST members can benefit tremendously from a committed on site Resident Engineer. The Resident Engineer will provide a wide range of operational improvement services to help you achieve your strategic goals and remain competitive.

Business Value

The Resident Engineer will serve as a trusted advisor for all your InvenSYS solutions and will ensure that the systems are protected and perform at optimum levels.

- Augment your staff with skilled engineering resources
- Reduce response time to equipment malfunctions
- Protect operational investments
- Avoid high cost of training and maintaining non-core knowledge of your staff
- Improved working relationships through closer communications with InvenSYS

Real Collaboration.
Real-Time Results.™

On-Site Resident Engineer

OVERVIEW

The Resident Engineer Program is a component of the InvenSYS Customer FIRST Support and Services program and is ideal for large enterprises or global organizations seeking specific expertise, access, and commitment to help maximize the performance of your InvenSYS products and solutions.

InvenSYS customers enrolled in the Customer FIRST program can benefit from the combination of technical support and operation improvement engineering services provided by the Resident Engineer.

The Resident Engineer will be a valuable resource available to work on day-to-day engineering implementation, maintenance and support of your InvenSYS hardware and software assets. Having a trusted advisor working with you, the one who has inside information and priority access to InvenSYS resources will ensure your systems are protected and perform at peak levels- now and in future.

RESIDENT ENGINEER BENEFITS

- **Maximize Accountability** - Your Resident Engineer can effectively augment your engineering resources with InvenSYS-specific expertise, providing a focused point of contact for your support relationship with InvenSYS.
- **Accelerated Issue Resolution** - The Resident Engineer will coordinate with resources across multiple InvenSYS and Partner support organizations to help facilitate faster resolution of your issues, and lobby for inclusion of your feature request in InvenSYS products or solutions updates.
- **Increase Return On Investment** - Drive attainment of your business goals by leveraging proven best practices and broad industry experience. The Resident Engineer can help you maximize ROI of your InvenSYS system throughout its lifecycle.
- **Mitigate Risk** - Working with an expert who understands your operations environment, has insight into your infrastructure and business needs, will help ensure that your solution is correctly deployed and maintained to minimize disruptions and maximize availability and performance.
- **Increase Productivity** - The Resident Engineer also provides one to one training with new equipment, to improve operations and maintenance personnel skills. They also supplement operations/ maintenance staff during peak workloads and help keep your team up to date with the latest technology.
- **Reduced Costs** - The Resident Engineer helps reduce employment costs for clients, eliminates recruiting, hiring, and training costs. In addition, the risk of equipment failure also decreases with an on-site engineer available all the time.

THE RESIDENT ENGINEER'S ROLE AND RESPONSIBILITY

The Resident Engineer's mission is to address your unique needs and objectives, provide technical and strategic direction, and to act as your support advocate within InvenSYS. Each Engineer possesses a strong background in their respective area of technical expertise, along with strong communication and management skills.

The Resident Engineer combines problem-solving skills with proactive management skills relating to technical support and operational improvement issues.



HOW THE RESIDENT ENGINEER RELATIONSHIP WORKS

When initiating the account relationship, your engineer will review and become familiar with the Invensys applications, systems and solutions used at your site(s), and gain an understanding of your personnel roles, concerns and priorities. They will work in partnership with your team to develop the scope of activities performed.

Here is a sample of some of the typical services performed by a Resident Engineer:

OPERATIONS / APPLICATION ENGINEERING/ENGINEERING ENHANCEMENTS

- Provides assistance during start-up and upgrade conversations
- Reviews and implements system administration actions
- Provides Engineering, In depth system and design knowledge
- Participates in "Design review" steps in any client process
- Co-ordinates with Operations or Process Engineers to define the requirements for application changes
- Helps reach consensus on the documented changes; then implements, tests, commissions, and provides formal documentation on the changes. Consult with customer and arrange for all necessary technical assistance in particularly complex adaptations, or where new methods are required.
- Serve as liaison between customer and Invensys if any problems arise

TECHNICAL SUPPORT & MAINTENANCE

- Provides first line technical support for 'system' issues and calls upon Invensys resources to resolve problems and also manages the problem solution
- Provides second level support to customer maintenance personnel
- Contributes technical expertise, handles corrective and preventive maintenance tasks, initiates action leading to problem resolution; consolidate and maintain current technical and commercial information and assists Customer Maintenance in developing maintenance procedures
- Provides upgrade consultation, planning, and implementation support. Organizes and supports activities including assembly, installation, testing and documentation of hardware and applications.
- Ensures smooth product and system start up; performs complex product and application tests
- Reviews overall product and system health
- Reviews quick fixes and maintenance releases to determine if and when they should be installed

FOR MORE INFORMATION

Contact your local Sales or Service Representative for further details on how Invensys can benefit your business today.



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