



Comprehensive Services

The Performance Advantage program painlessly keeps your automation investment up to date allowing your Operation to evolve to the very latest technologies with minimal effort. Smaller, incremental updates allow you to stay current and avoid costly "rip and replace" change.

Real Value

In addition to substantial discounts, The Performance Advantage program provides a range of benefits:

- Extend the life of your systems
- Preserve investment in infrastructure and design
- Minimize retraining
- Eliminate downtime
- Modernize Plant Systems

All with the security and performance of our Customer FIRST Support & Services Program.

Real Collaboration.
Real-Time Results.™

Performance Advantage Program

Maximizing Long-term Performance

INTRODUCTION

Invensys Operations Management Performance Advantage is a comprehensive lifecycle management program for safety and control systems that helps minimize or eliminate risks associated with obsolescence, and sustain systems positioned to incorporate new and emerging solutions that maximize the overall performance of production assets.

The Performance Advantage program encompasses and extends Invensys proven Advantage and Customer FIRST Service Agreement offerings to deliver sustained performance and safety assurance. Combine our comprehensive portfolio of solutions, experience industry and production expertise with our flexible approach that blends automation and information technologies, services and expertise into highly effective solutions, Invensys helps clients to improve the performance of key resources in real time to deliver measurable results.

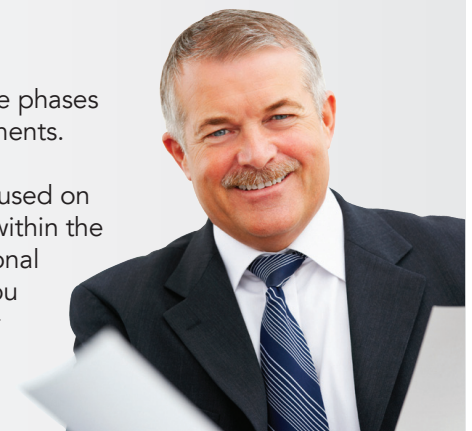
BENEFITS

- **Protect Investments** - Sustain and extend the value of original investments and avoid costly and major upgrades
- **Mitigate Risk** - Run a plant safely now and for the long term. Maintain the license to operate
- **Promote High Availability** - Avoid unnecessary downtime and extended outages
- **Exceed Regulatory Compliance** - Meet and exceed the expanding range of environmental, moral, and social requirements
- **Predict Budgets and Expenditures** - Take the guesswork out of sustained performance
- **Improve Shutdown / Turnaround Planning and Flexibility** - Minimize the impact of planned shutdowns and optimize critical work performed during the shutdown
- **Mitigate Resource Constraints** - Ensure that the necessary knowledge and skills are available through extended training, certification of personnel, and complementary or specialized Invensys expertise
- **Extend the Proof Test Intervals for Safety Instrumented Systems**
- **Eliminate the Need to Purchase or Maintain Spares**

PROGRAM COMPONENTS

Invensys Performance Advantage Program is a comprehensive service that addresses all lifecycle phases of I/A Series®, Triconex®, and InFusion™ investments.

The PROTECT component of the program is focused on minimizing the risks of running systems that fall within the LifeTime or Mature Lifecycle Phases. These optional Customer FIRST services are provided to help you get to your next scheduled shutdown when your system can be upgraded.



During this period, Invensys provides clients with:

- Preferred access to spares from a reserved, bonded, and certified spares stock
- Integrity testing of current spares
- Access to training and expertise in obsolete technologies (such as MS/DOS and MSW)
- Tools and engineering services to migrate and test systems in advance of a scheduled shutdown

The **RENEW** component of the program is focused on upgrading systems to the Available or Preferred Lifecycle Phase in the shortest time, with minimal cost, and the highest level of integrity. This component builds on Invensys-proven Advantage Upgrade program that includes several elements:

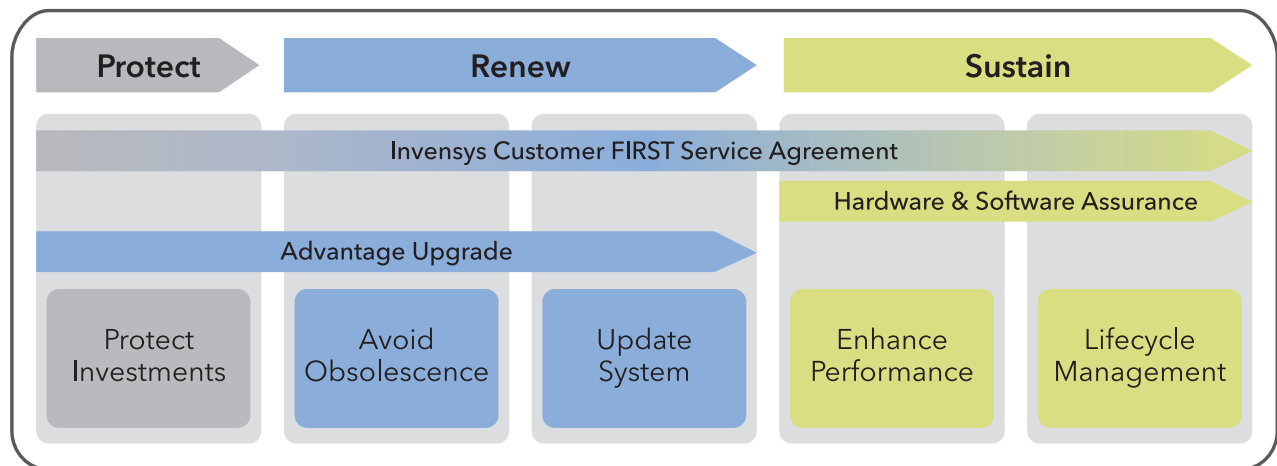
- Extended diagnostic and assessment capabilities that improve and simplify the planning process
- New tools that further automate the process and continue to drive the highest quality possible
- Generous trade-in incentives
- Extended training and certification for engineers, that includes TÜV for safety engineers

The **PROTECT** and **RENEW** components of the Performance Advantage Program are delivered under any one of four tiers of the Invensys Customer FIRST Support and Services Program.

The **SUSTAIN** component of the program is focused on two critical areas:

- Maintain systems at the Available or Preferred Lifecycle Phase over the long term
- Maximize the maintainability and performance of control and safety systems

Invensys Performance Advantage - Maximize Return On Assets (ROA)



Advantage Upgrade + Invensys Customer FIRST Service Agreement + Assurance Programs =
THE PATH TO SUSTAINABLE SYSTEM PERFORMANCE

Elements of the Customer FIRST Agreement are tier-dependant and include:

- 24/7 hardware support and prime-time software support
- Managed spares and module exchange program
- Ongoing software version updates, once the system is in a Preferred Phase
- All software revision and maintenance
- Annual, on-site system health check and report
- Automatically delivered PANs, TABs, Advisories and Notifications
- Integrated access to the full user community with key events for personnel
- Access to System Asset Viewer to assist with lifecycle planning and troubleshooting

By adding Customer FIRST optional services, this program can be extended and tailored to individual requirements that include:

- Safety Integrity Audits and SIL analysis
- Remote monitoring and exception reporting
- Consignment and spare parts management program
- Certification programs, including TÜV for safety engineers
- Engineering support for planning and executing software or equipment upgrades
- On-site resident engineering services to complement and extend skills and expertise
- Built-in flexible spending funds for material, upgrades and training

As with the **PROTECT** and **RENEW** components of the Performance Advantage Program, the **SUSTAIN** component can be selected independently (for systems only) or combined into one comprehensive service agreement that includes all hardware, software, and services requirements which again avoids the need for capital expenditures.

FOR MORE INFORMATION

Contact an Invensys Client Executive today to find out how Invensys has worked closely together with clients to deliver sustained performance and safety assurance – a true Performance Advantage.





ADDITIONAL RESOURCES

Invensys Operations Management Global Customer Support

Website: <http://support.invensys.com>

Email: iom.support@invensys.com

Canada, United States

Invensys Support Center (located in Foxboro, MA, USA)

Telephone: + (00)1-866-746-6477 (toll-free Canada, USA)

Telephone: + (00)1-508-549-2424

Europe, the Middle East and Africa

Invensys Support Center (located in Baarn, The Netherlands)

Telephone: + 31 (0)35 54 84 125

Asia, Pacific

Invensys Support Center (located in Singapore)

Telephone: + 65 6829 8899



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