

# Lifecycle Agreement™ “Sustainable Plan” Introduction of Product Maintenance License (PML)

## Access to the latest software releases for a reliable operating environment ...

“Product Maintenance License (PML)” is a software maintenance service designed to disseminate important information and provide customers accesses to the latest software releases. The PML assures that the customers to receive timely information to operate their systems with the latest software for a reliable and stable operation. The PML offers “Product Maintenance Support” of the Lifecycle Agreement “Sustainable Plan.”

## The challenges of maintaining software



### ■ Collecting information on software compatibility and vulnerabilities

As new revisions of software, versions of software and software patches are released by vendors to address vulnerabilities and to maintain optimum performance, it becomes difficult for system administrators to stay abreast of these releases and judge which software patches to apply, or if upgrading the software revision or version is important to their system's operation.



### ■ The increasing burden of maintaining software

Following the initial deployment of the system the burden of keeping the software in an existing state of efficiency, validity and to preserve it from decline is increasing. Vendors frequently issue patches to improve performance, correct minor faults and add functionality. Having timely access to information from vendors related to the software is important in keeping the system continuously adapted and operating at satisfactory levels.

➔ **“PML” settles these problems!**

## Contents of service

### 1. Customer support information service

- Important maintenance information useful for system operations is published in an exclusive website.
- Support information is sent via email news to PML users.



### 2. Standard software support

- Support for recover against failure
- Access to software patches
- Rights to the latest software revision
- Preferential sales rate for the latest software license for version upgrades



## Advantage for the customer

### 1. Reduced workload

With access to the latest information, maintenance work can be carried out efficiently and proactively to prevent potential issues.

### 2. Quick recovery from failure

With knowledge of the latest software updates, investigation and recovery efforts can be carried out faster and more efficiently if problems occur.

### 3. Improved system availability

Nonconformities can be prevented by executing workaround processes based on an actual nonconformity cases thus utilization rates and system availability is improved.



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## Information to be provided

### ■ Software release information

Software revisions/versions and announcements regarding the latest software patches are provided.

### ■ Support information

Important information to maintain system functionality and improve system operation are provided. The alerts are categorized into three levels which are mandatory, recommended, and information.

Mandatory	Customers are to apply countermeasures immediately to the alerts and the nearest Yokogawa office explain how to implement (e.g. a service note level alert such as non-conformity).
Recommended	The alerts contain information on operability improvements and avoidance of non-conformity that customers are to decide if the countermeasures should be applied or not based on the system configurations and operating conditions of the plant (e.g. vulnerability information, cautions).
Information	The information contains cautions for operation and maintenance and reference information on avoiding unnecessary operations (e.g. software compatibility, Windows setting, non-conformity workaround).

## Standard software support

### ■ Recovery procedures for the failure

Yokogawa provides recovery procedures for the system including Yokogawa software after collecting information of the problem. Re-installation of software may be performed, if necessary.

### ■ Access to software patches

Yokogawa provides necessary software patches for its software products.

### ■ Provision of the latest software license

Yokogawa provides the latest revision software upon customer request.

### ■ Preferential rate for the latest software license upgrades

When a new version of the correlating software is released, Yokogawa makes the software license of the latest version available for purchase at a reduced rate.

Note: In case of CENTUM VP R6.01, "6" means the version and "01" means the revision of the software.

## Value of the PML

Service contents		With PML	Without PML
Product maintenance information		Available	Not available
Software license upgrade fee	Revision up	Free of charge (*1)	Published list price
	Version up	Reduced price	Published list price
Standard software maintenance fee	Patch for incompatibility	Free of charge	Chargeable on a case-by-case basis. Subjected to lower priority response time based on the workload of servicing registered PML users.
	Patch for vulnerability	Free of charge	

\*1: A small fee is charged for the software medium and shipping and handling charge.

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CLEARLY

KNOW  
IN ADVANCE

ACT  
WITH AGILITY

VigilantPlant is Yokogawa's automation concept for safe, reliable, and profitable plant operations. VigilantPlant aims to enable an ongoing state of Operational Excellence where plant personnel are watchful and attentive, well-informed, and ready to take actions that optimize plant and business performance.

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