



Software Maintenance Services

Bulletin 36J20A10-02E

Yokogawa Customer Support

Yokogawa offer a full spectrum of support and training options, enabling you to effectively use our integrated software and solutions



**SEE
CLEARLY**

Through System Audits, Designated Support Consultant and Applications Consulting.

**KNOW
IN ADVANCE**

Through new applications and solutions, designed to meet customer needs.

**ACT
WITH AGILITY**

Worldwide delivery of customer services ñ software maintenance, training and helpdesk support.



Business & Product Information

Is critical to maintaining competitive edge and optimizing operations / production



Peace of Mind

We help keep your systems running smoothly

Information Systems

Need to change with business needs:

- IT considerations - operating systems / IT strategy
- Process changes - tags / instruments
- Product changes
- Quality specifications
- New materials
- Customer demands
- Legislation

Need to deliver enhancements as user needs develop:

- Continuous improvements
- Additional requirements
- Meeting needs of changing infrastructures

Need for ongoing training plans to maximize asset benefits, such as:

- Staff changes
- New versions / features become available

Need to deliver mission critical availability, taking into consideration:

- Integration with other applications
- Interaction with network and IT infrastructure
- Disaster recovery strategy

Need for security in an open access world:

- Firewall support
- Virus protection
- Network resilience

Need for ongoing maintenance for continuous running:

- New operating systems
- Operating system upgrades
- New hardware

Satisfying Business Needs

Your company has purchased the Exaquantum PIMS package and to enable you to get the most value from this investment Yokogawa provides a full spectrum of Support and Training Services, enabling you to effectively use our integrated software and solutions.

Yokogawa have only a single goal - your complete and total satisfaction. By helping you understand the wide range of services we offer, we can work together to ensure you receive the full benefits of Yokogawa's software services and the value of our solutions.



Services to Meet Your Needs

Software Maintenance

Yokogawa products are managed according to a product life-cycle management program. This program includes planned and scheduled updates. Customers with a valid software licence as well as a current Support and Maintenance Service Agreement receive software updates consisting of:

- New Releases
- Product Enhancements
- Bug Fixes and Patches
- Operating System Support
- Infrastructure Support
- Integration Compatibility

Training

Standard Courses:

- Regional Training Centres
- Customer Site

Custom Designed Courses:

- Product
- Application
- Infrastructure
- Engineering / Maintenance / User

Help Desk Support

Our Support Services provide customers with access to Support Consultants, who provide advice, tips and suggestions regarding:

- General product usage
- Clarification of documentation
- Bug identification and escalation
- Use and navigation of graphical user interface
- Enhancement suggestions
- Upgrade configuration questions
- Remote access for problem diagnostic and resolution
- Identification and referral towards other Yokogawa products and services

If you need assistance beyond the scope of our Support Services, we will identify the most appropriate person or service to better assist you.

You can contact our Customer Support Team using the following methods:

- Support web site
- Support email address
- Support telephone number



Yokogawa are committed to providing first class support to enable you to fully utilize our software and applications.

Optional Support Elements

Yokogawa provide professional services for an additional service fee. Yokogawa Professional Services Package includes: System Audit, Disaster Recovery Plan, System Health Checks, Application Consulting, Application Support, Installation and Upgrade Service, Customer Training.



Professional Services

System Audit

Computer system analysis: Assesses your existing computing environment to determine the optional system configuration to maximize the performance of Yokogawa's software to meet your current and future needs.

Support and training analysis: Assesses your training and support needs in order to develop a plan to meet your specific objectives. Targeted training courses help equip users with the skills and knowledge needed to successfully and competently carry out their daily work.

Disaster Recovery Plan

Yokogawa will advise you on the requirements of hardware and software required to achieve a recovery plan for the Yokogawa software and databases should you suffer a disk crash, system failure or other such disaster.

System Health Checks

Regular visits to check on system and application logs to ascertain the performance and error free running of the system. Verification of system and database backup, schedule and policy.

Installation & Upgrade Service

If you need assistance in coordinating upgrades and installs, Yokogawa product and upgrade installation services includes: on-site installation of new Yokogawa software products, upgrades and patches.

Application Consulting

Yokogawa Application and Consulting services provide project management and application development assistance when customizing Yokogawa products. This service is particularly useful if the customer has limited software or product knowledge, limited resources or time constraints. This service will also cover creating new applications or customization up to a budgeted man/day limit.

Application Support

Typical Yokogawa solutions combine site-specific configuration with custom applications and standard Yokogawa software products to meet the specific and unique customer needs. Application support is designed to maintain the flow of the operational benefits generated by the entire application solution surrounding the Yokogawa product. Application support embraces troubleshooting and preventative maintenance when the plant or business conditions change enough to require updating.

Customer Training

Customer Training provides hands-on instruction in the effective use of Yokogawa software products. Training courses range from introductory to advanced user levels and as part of the Professional Services Package a number of training days are available to be called off as and when required.

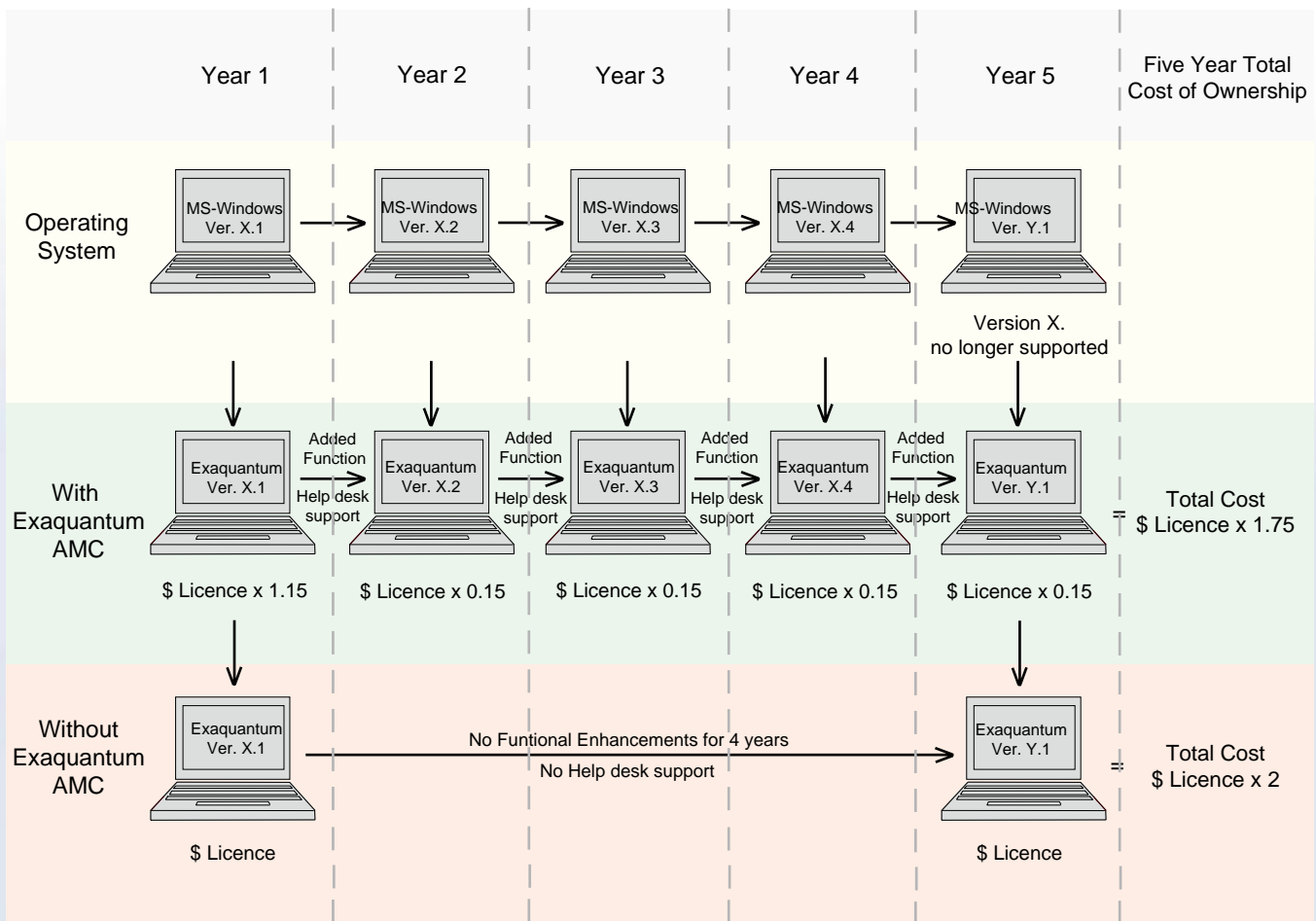
AMC* Cost Justification

*Annual Maintenance Contract

As Microsoft operating systems are regularly developed, extended and updated with service packs and security patches, it is essential that you upgrade your Yokogawa software to remain current with these upgrades, thus ensuring that the whole system remains "state of the art".

Microsoft Windows Server release cycles are such that you would probably have to upgrade to a new operating system during a five year period. The Yokogawa AMC provides for the latest releases of software, which will run on all current Microsoft Windows operating systems. The AMC provides the most cost effective way of ensuring that your Yokogawa system is maintained in line with new releases of operating systems. In the event that an Yokogawa AMC is not purchased and the time comes when you are forced to upgrade your operating system, you will need to purchase a new Yokogawa licence.

Based on the five year forced upgrade cycles of the operating system, purchase of an AMC delivers a two year cost advantage over purchase of a new Yokogawa licence. More important, the AMC delivers all the benefits of help desk support and product enhancements throughout this five year period.





The clear path to operational excellence



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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