OSIsoft Field Service Adding Value to your PI System

Presented by

Kunal Desai

Field Service – US

OSIsoft, LLC

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OSIsoft Field Service

- 120 Engineers across 16 countries
  - Allows for faster scheduling of services
- 400 Field Service jobs per month
  - A combination of on-site and remote work
- Experience ranges back to 20 years with the company

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Complete Solution/Complete Support

PI System Software

Training

Field Service

Technical Support

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Why OSIsoft Field Service?

- Graduates of top engineering programs
  - Understand the importance of a production environment
  - New Field Service Engineers (FSEs) get 6-9 months of ‘boot-camp’ training before their first jobs
  - Supervised work in 11 Skill Areas

- FSEs follow OSIsoft FS Technical Standards
  - Standards set by experienced FSEs with guidance from other departments at OSIsoft

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Why OSIsoft Field Service?

- FSEs provide Tips and Tricks
  - Enable efficient use of PI System
- OSIsoft FSEs have access to latest product information
  - Get the makers of the PI System to maintain your PI System
- Enable you to get the most *VALUE* from your PI System

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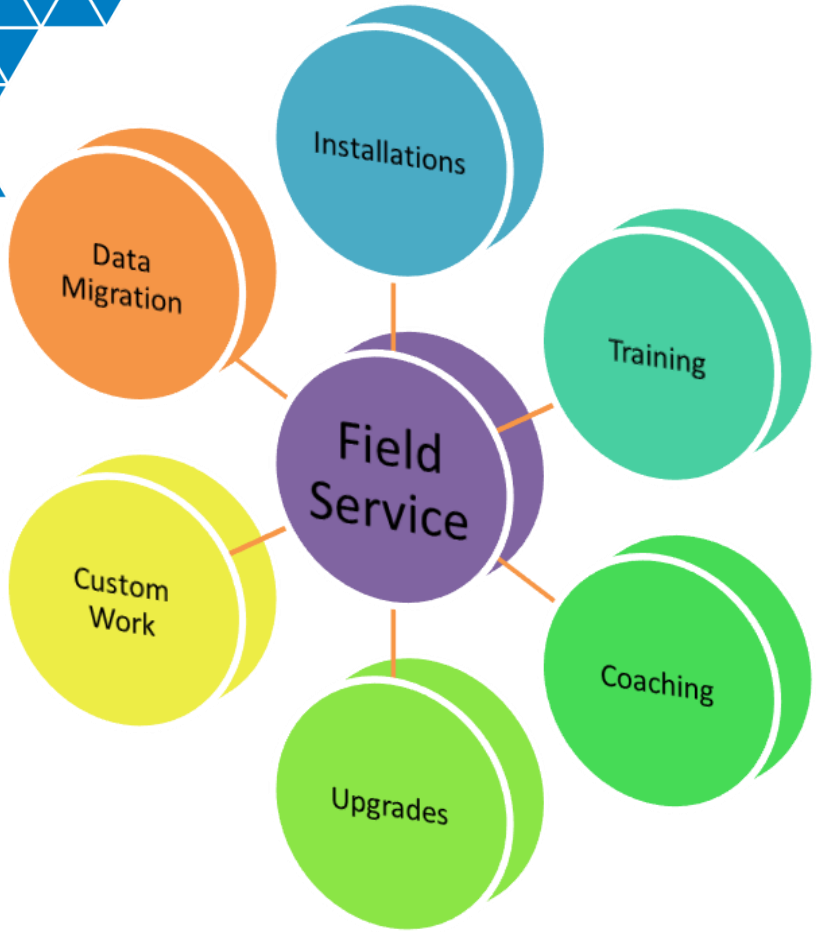

- Standard Services
- Custom Services
- Standard Training
- Custom Training

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Installations

- Software Installation
- Tag Configuration
- PI System Management Coaching

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Upgrades

- Keep up with Technology
- Upgrade to:
  - New Hardware
  - Latest Software
  - New Architecture

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Training

- Look at your own data
- Create your own reports
- Discover the unknown
- At your site or our Public Training Centers

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Coaching

- PI ACE Coaching
- PI AF Coaching
- Batch Coaching
- Custom Coaching

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Data Migration

- Legacy Historian to PI System
- From older versions to newer versions of the PI System

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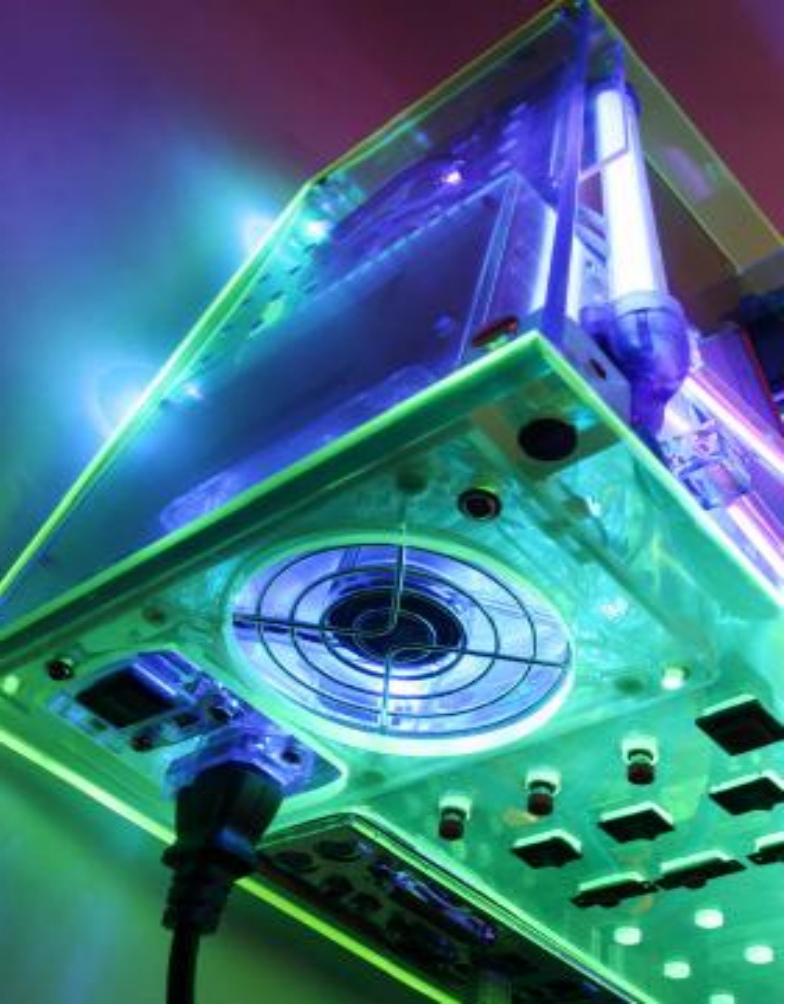

Custom/Special Services

- PI System Audit/Tune Up
- Consulting and Analysis
- PI System Troubleshooting
- Advanced Coaching

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Remote Services

- More than 50% of FS work is done remotely
- Save $$$ - No Travel Expenses
- Quick scheduling and execution of services
- Easy access to worldwide resources

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To Get More Information

- Contact your OSIsoft Account Manager
- FieldService@osisoft.com
- Bill Fabens – BFabens@osisoft.com
- Kunal Desai – KDesai@osisoft.com

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OSIsoft On-Demand Learning Channel

Presented by

Kumar Bangalore

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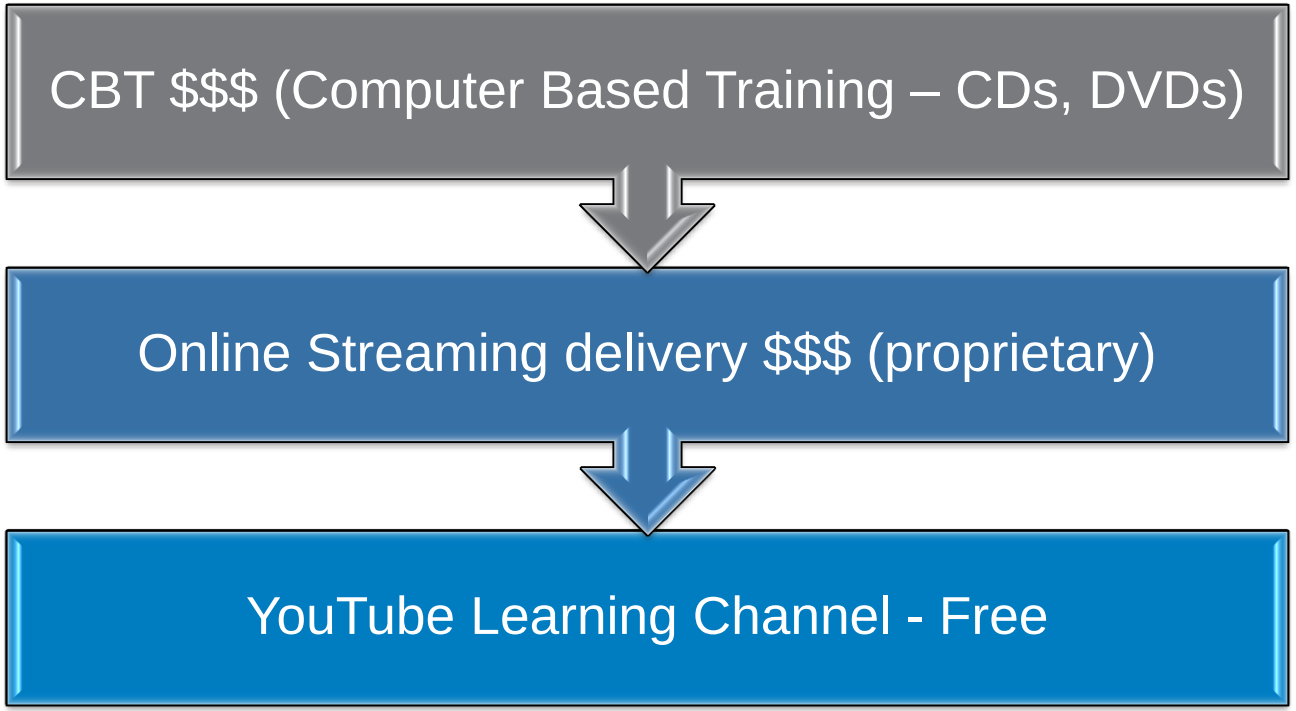
Progression of OSIsoft Learning methods



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Features and Benefits – YouTube Learning Channel

- Streaming – access with just a browser – www.youtube.com
- Just-in-time learning – On-demand learning
  - Learn what you want, when you want it
  - Can zero in on a specific topic using Search
- Learn at your own pace
  - Pause; Repeat; Practice; Apply; Resume.
- 800 videos of the latest versions of our products
- Social media – n-way interaction
  - Can comment and ask questions easily
  - Can see comments of other viewers
- Transcription and Translation available

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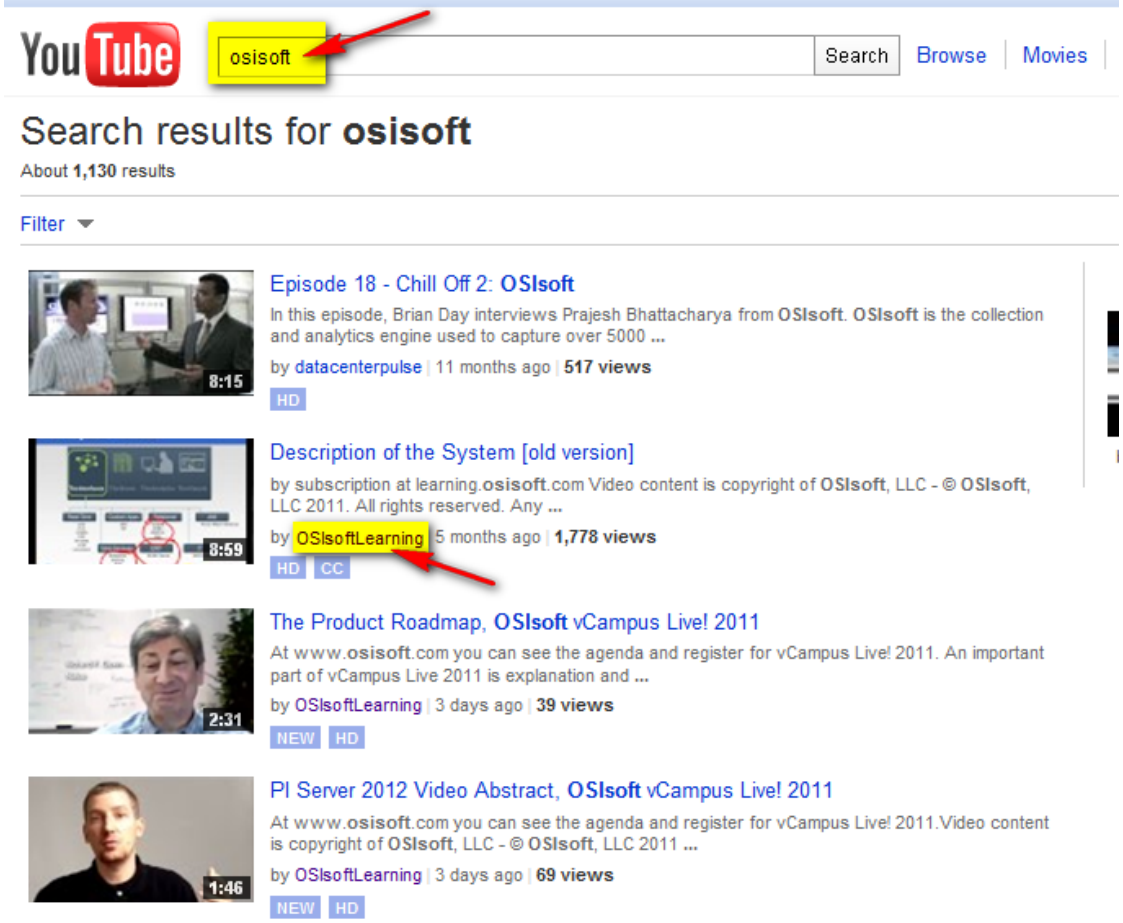

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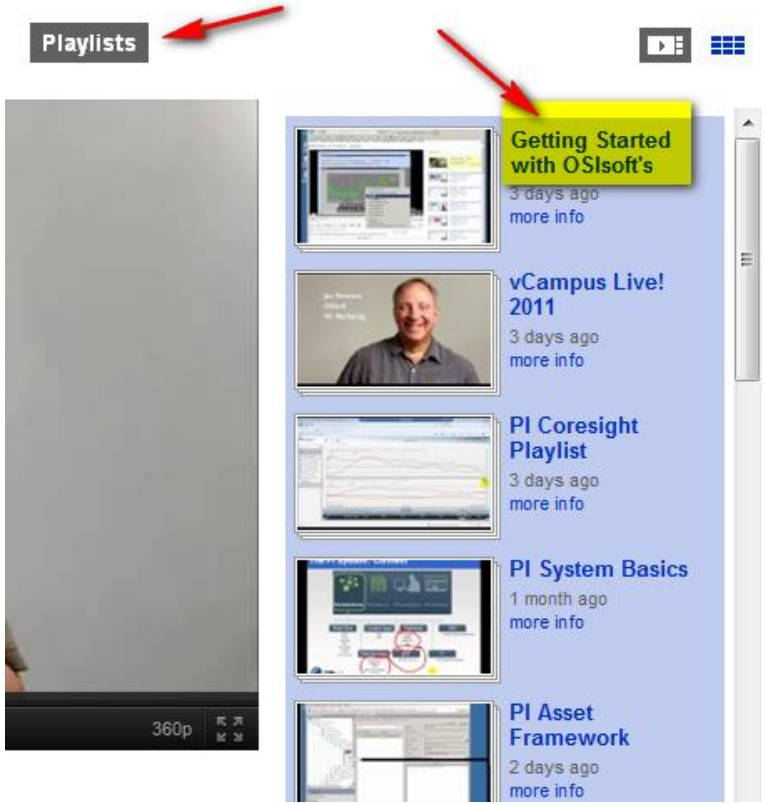
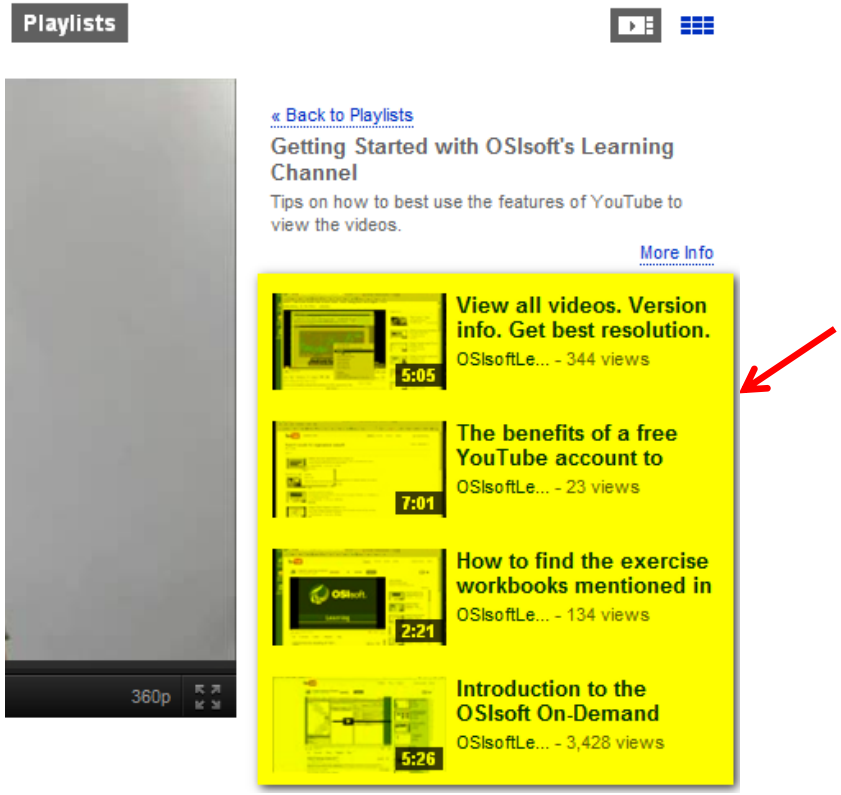
Start with …





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Tips in the Getting Started videos

- Playlists
- Product versions
- Watching videos with maximum resolution
- Corrected Transcription, Machine Transcription, Machine Translation
- Searchable Interactive Transcript
- Benefits of signing in with a YouTube account
  - Messages and Comments
  - “Watch Later” Playlist, create Custom Playlists
- How to find the Exercise Workbooks referred to in the videos

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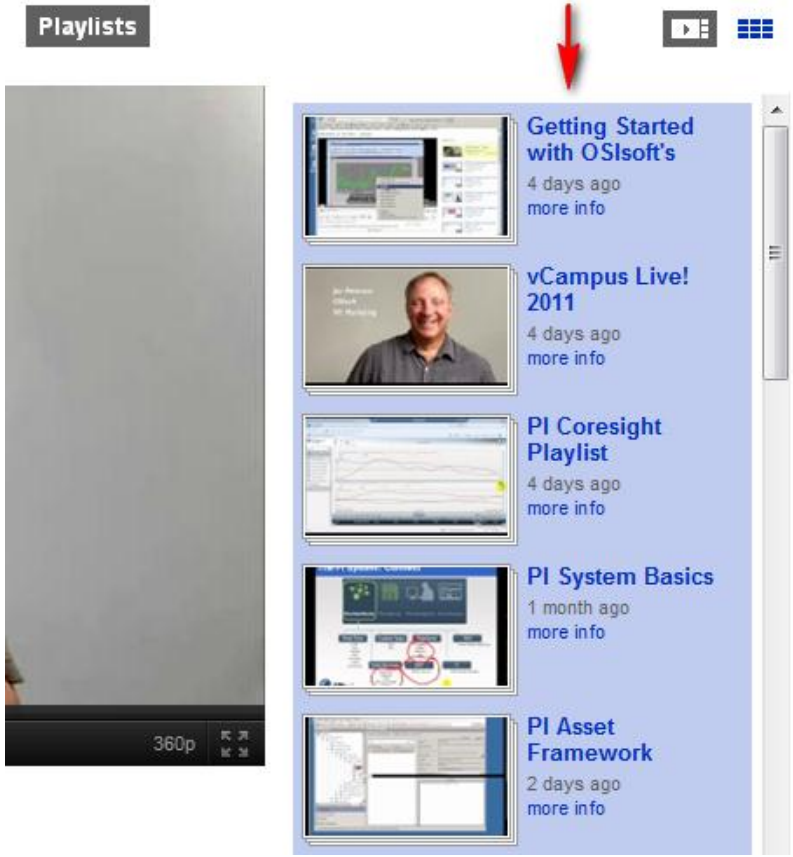
Playlists and Video Collections



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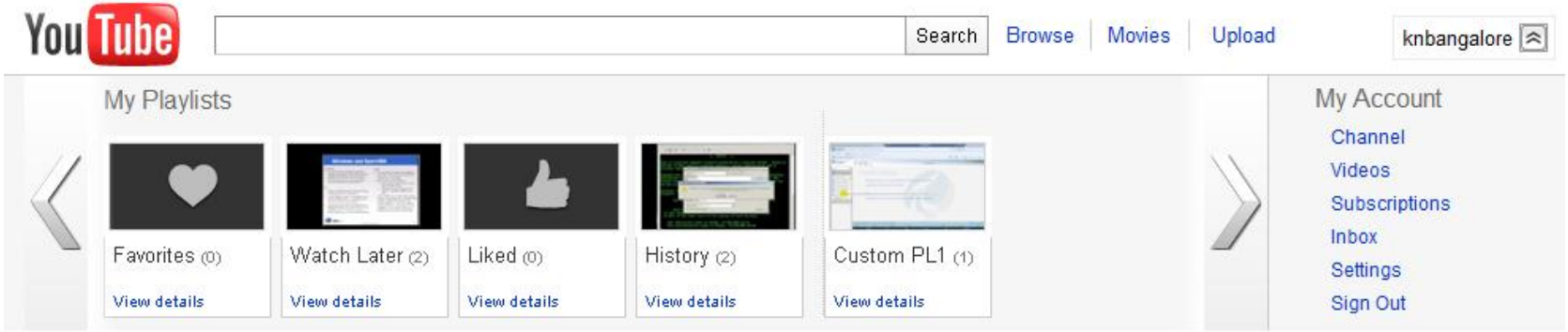
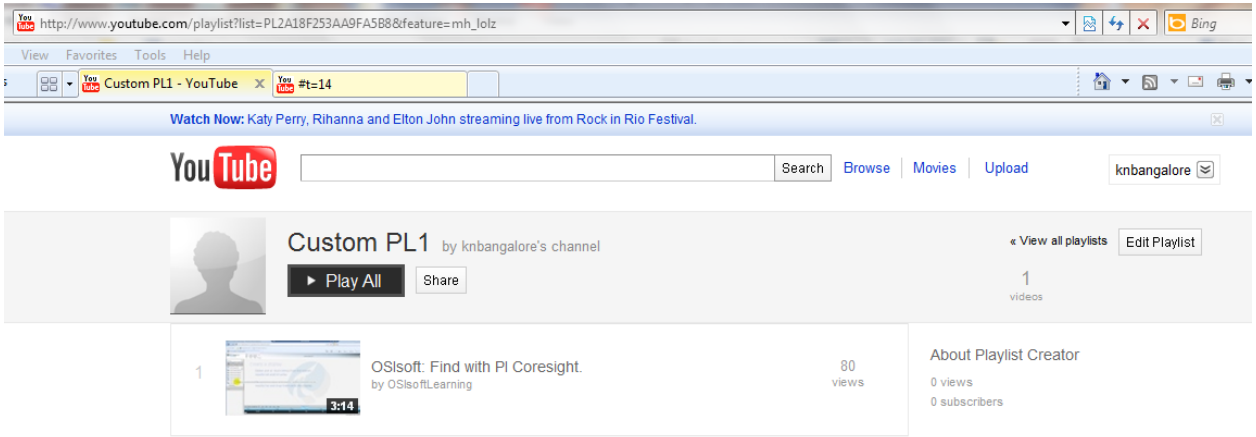
Custom Playlists

need a YouTube account





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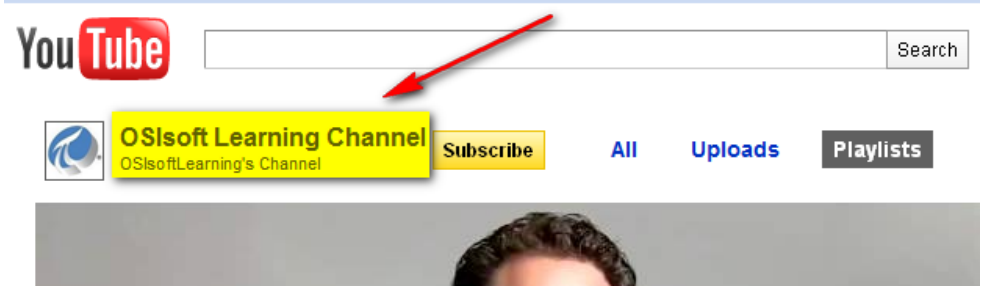
Comments & Feedback – Private and Community



Need to be logged in to YouTube with an account.

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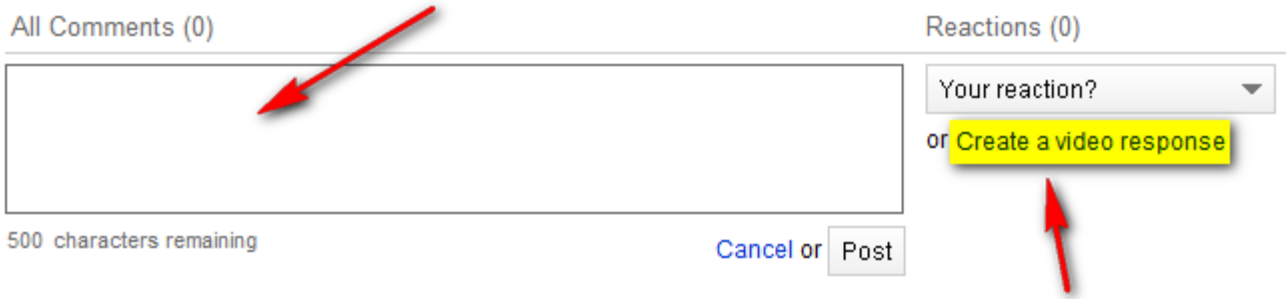
Can also Comment on each Video …



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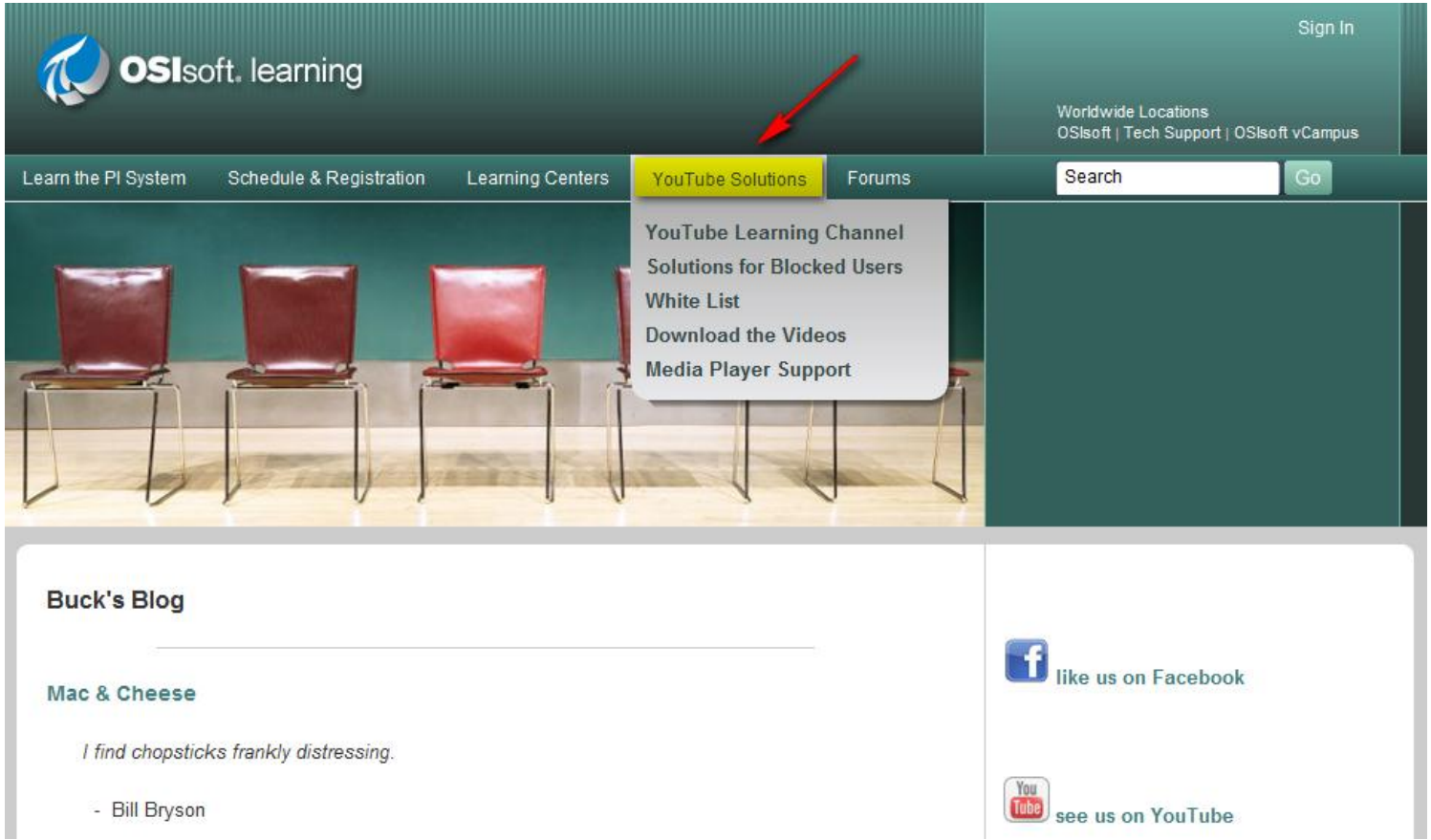

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To Summarize …

- Easy to access

  www.youtube.com
- Free
- Crowdsourcing
  - N-way interaction with

    OSIsoft and User Community

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OSIsoft vCampus

Presented by

Kumar Bangalore

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OSIsoft Virtual Campus - vCampus

- Online (virtual) community – people with a common interest
- Focus
  - Developing applications on top of the PI System
  - Integrating the PI System with external systems
  - PI System programming
- Community - facilitates communications between
  - Customers
  - Partners
  - OSIsoft employees
- Subscription-based

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What you get …

Everything you need to build on top of the PI System

A Personal Development PI System

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What's in the box?

Servers
- PI Server
- AF Server + Event Frames
- PI Notifications
- PI ACE
- PI for StreamInsight

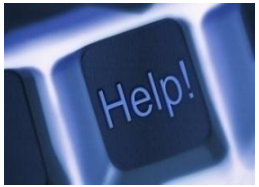
Clients & Interfaces
- PI ProcessBook
- PI DataLink
- PI WebParts
- PItoPI Interface
- PI ActiveView

Data Access
- PI SDK
- AF SDK
- PI OLEDB
- PI OPC
- PI JDBC
- PI OPC UA
- PI Web Services

Online Resources
- Forums & Blogs
- Webinars
- Documentation
- Technical Articles
- Virtual Labs Environment
- Demos/Labs

Community
- Peers
- vCampus Team
- Many other OSIsoft people

Online Resources



- Forums & Blogs
- Webinars
- Documentation
- Technical Articles
- Virtual Labs Environment

Community

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Benefits

- Faster time to completion or market
  - Resources (library, PI System, virtual lab environment, …)
  - Collaboration (Others did it… others know it…)
- Closer relationship with OSIsoft
  - Developers, Product Managers
  - Get heard (Feedback → Development)
- Be the first to know - pre-release versions & exclusive content
  - CTP, Beta, RC, whitepapers, training, tutorials, etc.

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Where are we at?

- Launched in November 2008 (Amsterdam Users Conference)

- >1900 registered users
- >10,000 posts on the discussion forums
- 22 blogs
- Hundreds of Tweets

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Subscription

- Individual
- Team (10 seats)
- Enterprise (unlimited seats)

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Forums

Webinars

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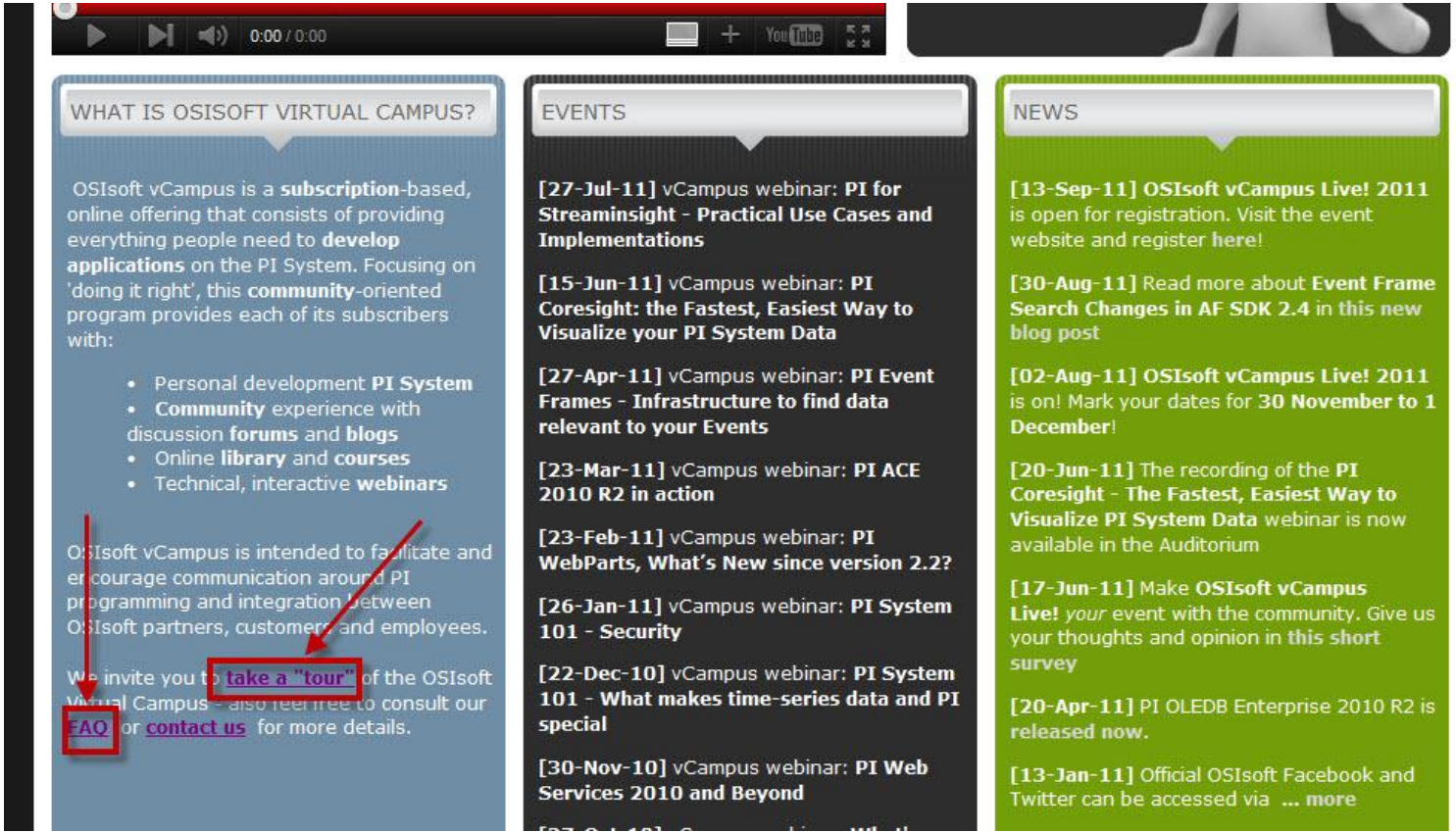
Resources to Learn More – vCampus.osisoft.com



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What: vCampus Live! 2011

When: Nov 30 – Dec 1

Where: Palace Hotel, San Francisco

Valuable and exclusive contents for anyone working with the PI System!

Register today at:

www.OSIsoft.com/vCampusLive2011

Questions

learning@osisoft.com

vCampus@osisoft.com

+1 (510) 297-5800

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LIBRARY

- vCampus Library
  - Legacy DevNet Content
  - Newsletters and Announcements
  - OSIsoft - Microsoft Accelerators
  - Training Documentation
  - vCampus PI Products Kit
  - White Papers and Tutorials
    - Miscellaneous
    - PI ACE
    - PI AF
    - PI JDBC Driver
    - PI OLEDB Provider
    - PI ProcessBook
    - PI SDK
    - PI WebParts

Virtual Campus Library

Welcome to the vCampus Library, great source of information for PI System developers! The Library contains different types of documents, including documentation, user and programmer guides on all the PI products provided with vCampus. To find what you want you can simply browse the hierarchical index on the left, or perform a search with the desired keywords (located at the top-right corner of the page).

While the Library already contains some architectural guidelines – the "OBA Accelerators" series for instance –, the vCampus team will be working at increasing the number and type of such documents: how-to's, best practices, guidelines, tutorials, etc. In the mean time, check out these OBA (Office Business Applications) Accelerators, designed to make easier development/integration of PI in Microsoft Office applications, notably Microsoft SharePoint.

Also keep in mind that as a member of vCampus, you can play a big role in how the Library evolves: your feedback on the current contents and especially suggestions on

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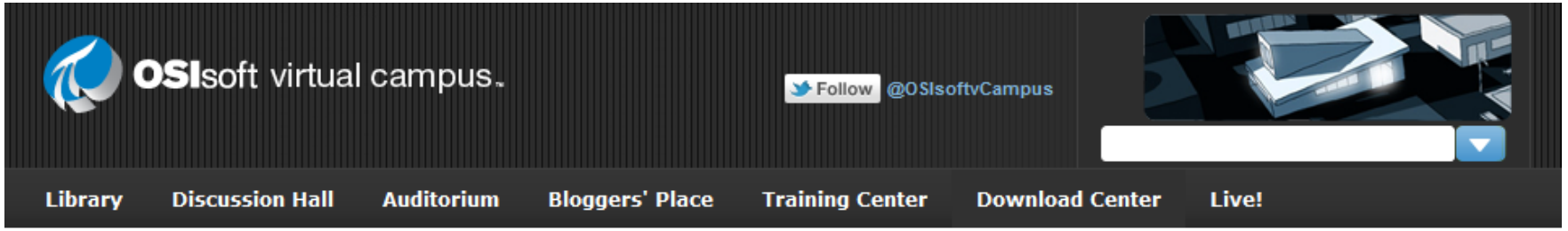

DISCUSSION HALL

Generic Forums (non-programming)

Generic vCampus Discussions	This forum is for generic discussions about the Virtual Campus, typically not programming-related.
General .NET Development	This forum is for any generic .NET development question, not necessarily related to PI.
PI System Integration	This forum is for questions on integration of the PI System with other systems - not necessarily programming-related.

FORUMS - LINKS

Forum subscriptions

Mark all read

TAG CLOUD

.NET .NET ProcessBook Add-Ins AF AF 2.x AF SDK Builders' Café Webinar Series C# Event Frames

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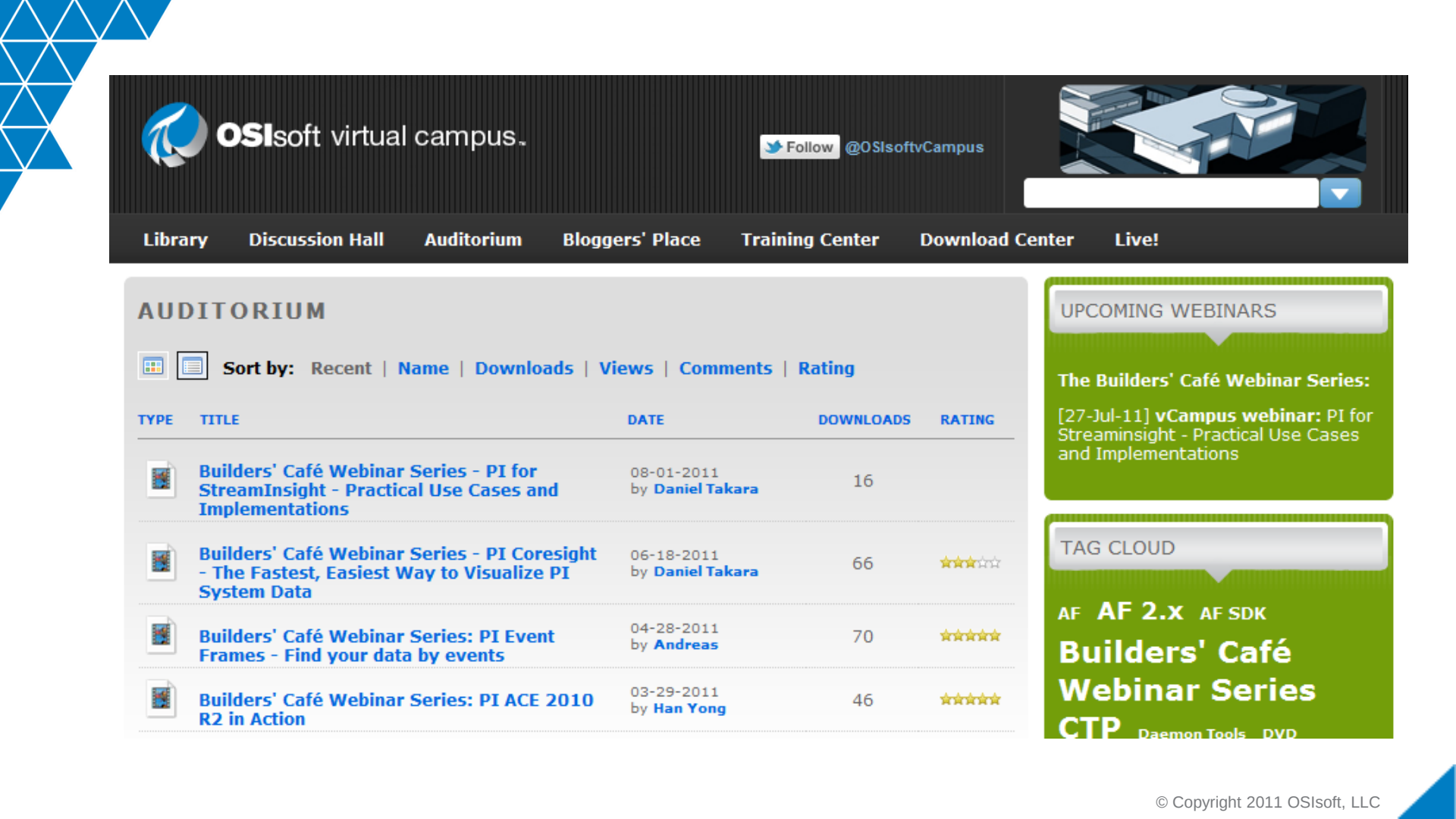

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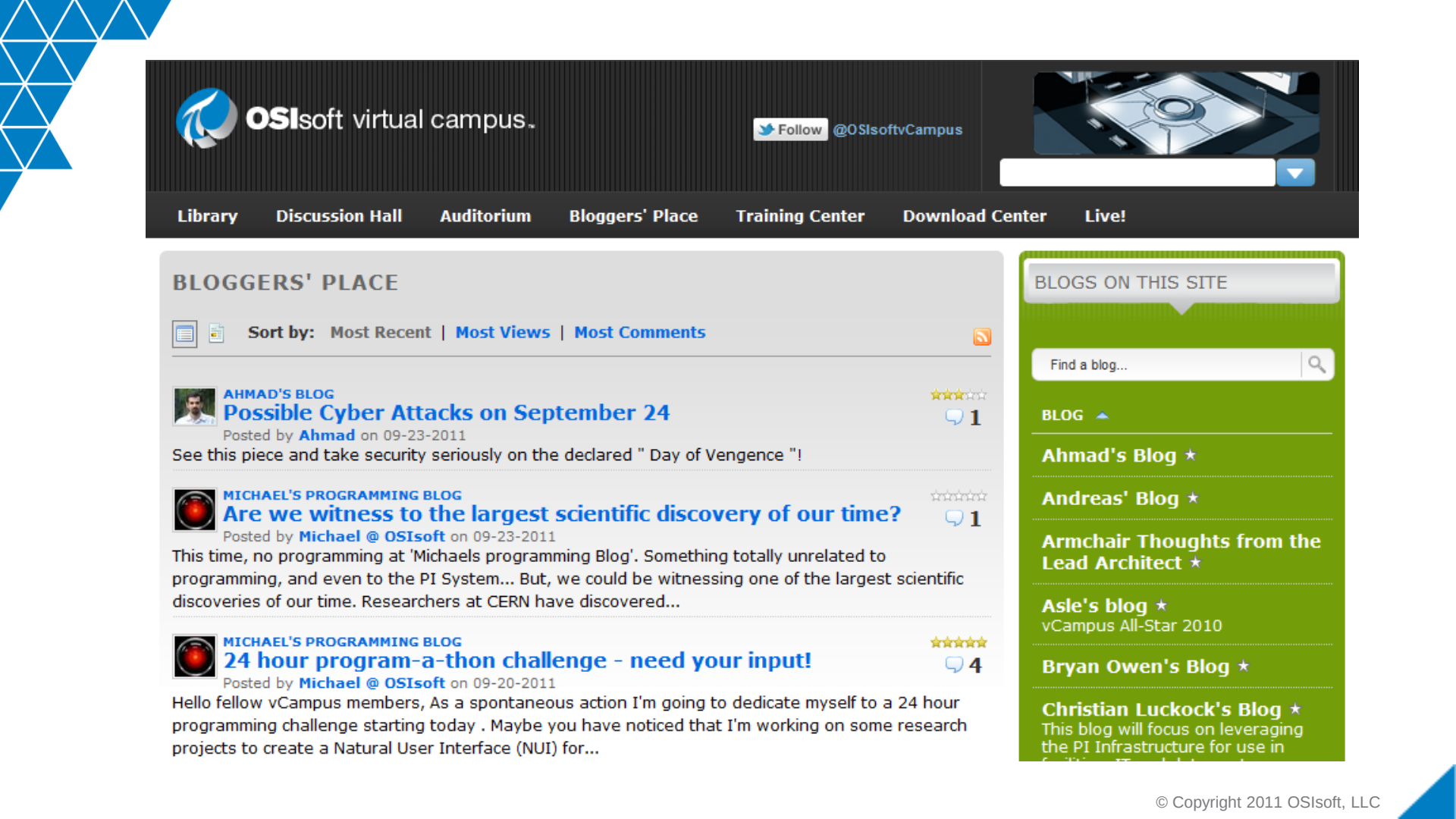

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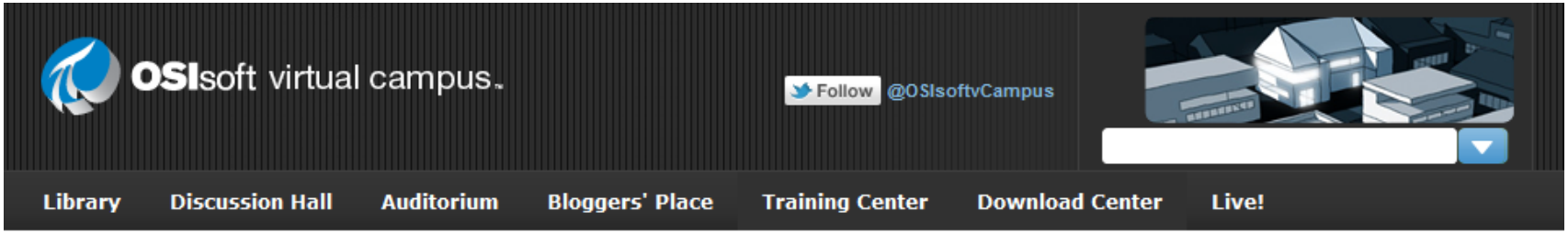

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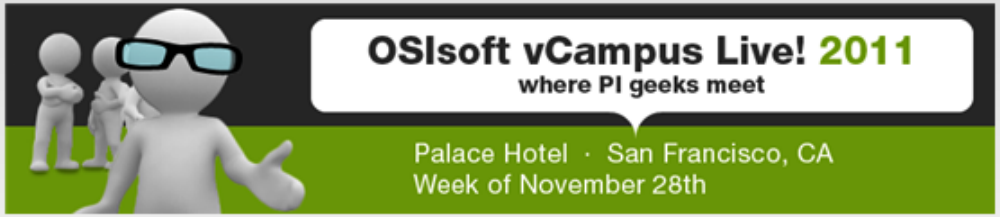
OSIsoft virtual campus.

Follow @OSIsoftvCampus

Library | Discussion Hall | Auditorium | Bloggers' Place | Training Center | Download Center | Live!

OSISOFT VCAMPUS LIVE!



The OSIsoft vCampus Live! event is the **in-depth** technology event where PI system development, architecture, integration and administration topics are discussed. The 2010 edition was held on September 13-14, at the Palace Hotel in San Francisco.

Below are the recorded presentations as well as the corresponding contents in PDF format. We hope you enjoy these and find them useful - and don't hesitate to ask your questions and initiate discussions on the **vCampus discussion forums**.

We are working hard toward a **better and newer vCampus Live!** Stay tuned!

Click **here** to see the presentations from OSIsoft vCampus Live! 2009.

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Thank you

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