



Customer Service & Support (CSS) at OSIsoft

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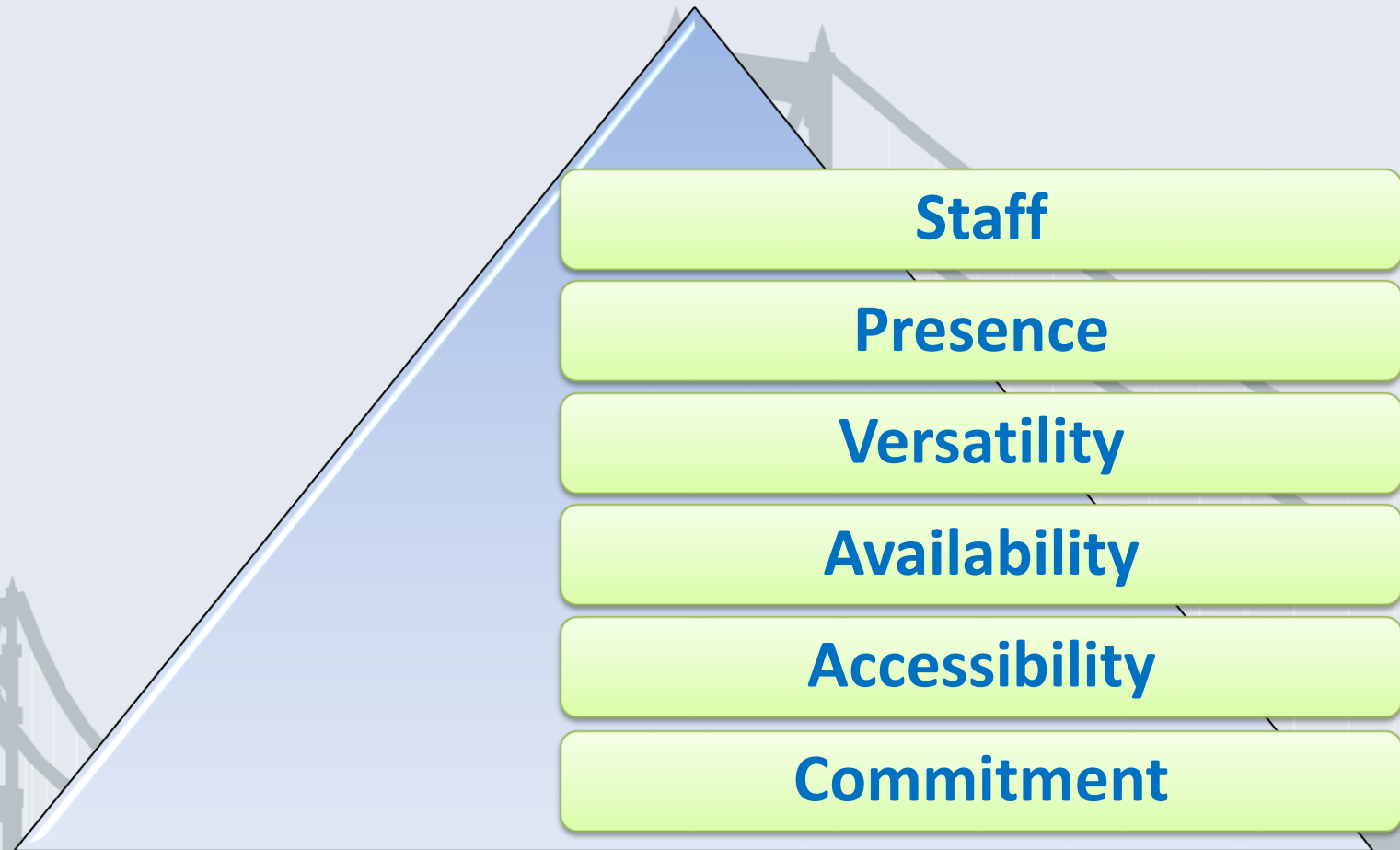
Empowering Business in Real Time
PI Infrastructure for the Enterprise

Our mission

**To maximize the value
you derive out from
your PI system**

We keep you successful

Our strengths



What does CSS do for you?

Advise

We **advise** you on how to **derive value** from your PI system*

Execute

We **drive, guide** and **lead** you through your implementation plan*

Deliver

We **deliver and install** your PI systems for you

Maintain

We **keep PI running** and **resolve issues**

Teach

We **teach** you how to get the most of your PI systems

**Service available for EA Customers*

Advise

- We **advise** you on how to **derive value** from your PI system
 - You show us the problem, we show you the solution
 - PI system architecture
 - Best practices
 - Value realization process
 - Work done by PI system engineers who are knowledgeable in translating business needs into PI solutions

Execute

- We **drive, guide** and **lead** you through your implementation plan
 - Project management
 - Organization and scheduling of services
 - Performance confirmation
 - Ongoing communication
 - Issue resolution
 - Risk mitigation
 - Work is performed by PI system engineers with leadership and organizational experience

Deploy

Provide pre-service consultation and explain how to prepare

Install and Configure your PI systems

Maintain your PI systems

Add to your PI
systems

Upgrade your PI
systems

“Tune up” your PI
system

Consolidate and
migrate your data

Teach you how to
get value

Provide post-service consultation and report on the results

List of things to improve (Page 1 of 367)

As you know, Osisoft prides itself on its software products and the value they bring.
When properly used, to the process industry.

The road to our success and to the success of our customers is not easy, is not short.
And it requires hard work by many at Osisoft. We cannot succeed without the
Engineering (software development) department building the products. W
ithout the Marketing department getting the customers excited about the products.
Without the Legal department finalizing the contracts, without the

Sales department closing the deals, without the

Accounting department billing the customers and without the Center of Excellence [CoE] and the
Enterprise Project Management (EPM) departments guiding the customers in the right direction.

But it is not until the FS engineers install the products and train the customers in using them that the
customers finally get what they paid for.

It is the zeal of our efforts at FS and our enthusiasm in serving the customers that determine our overall
success.

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[illegible]

Deploy (cont.)

- Current emphasis on scalability
 - Increasing service productiveness
 - Shortening turnaround time
 - Improving responsiveness
- Current new initiatives
 - Remote Service Center
 - Automation



Remote Service Center

What

- A center in one of our offices will host a team of field service engineers that will provide remote installation and upgrade services from a single location

Why

- To increase productivity and effectiveness of services that will also result in quicker turnaround

How

- Concentrate talent and skills in one location for quick issue resolution
- Reduce time (and cost) associated with travel

Automated Checklist Tool

What

- A utility that will automatically check for the prerequisites of the specific planned service

Why

- To facilitate early detection of deficiencies that can hinder the work

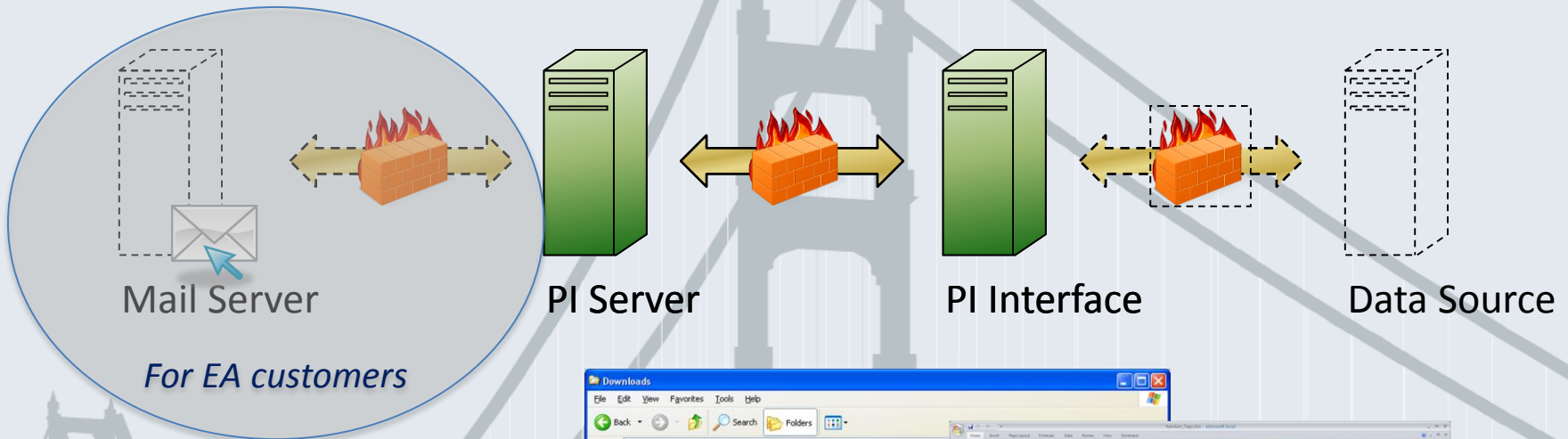
How

- A small utility will be downloaded to the PI Server computer and the Interface Node computers
- The utility will be driven by a configuration (parameters) file
- The utility will verify conditions and report on its findings

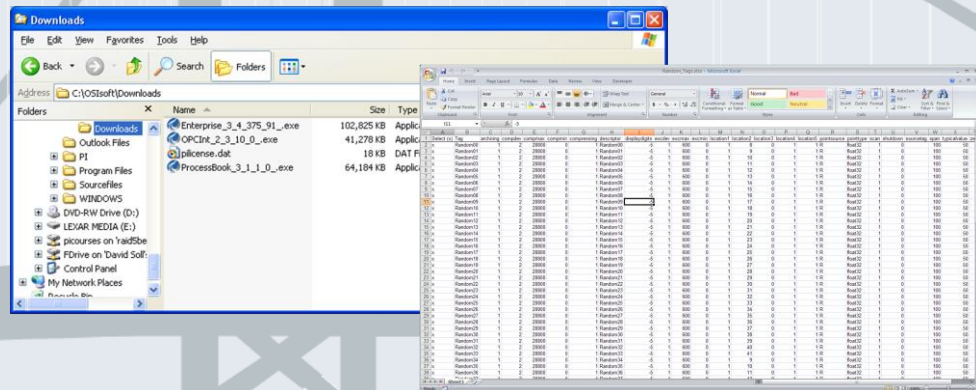
Automated Checklist Tool (cont.)

Resources, such as:
Hardware (CPU, Hard Drives)
Operating System
Applications (Excel, Work)

Connections, such as:
PI Interface to PI Server
PI Interface to Data Source
PI Server to Email Server (EA Only)



Materials, such as:
Setup Kits
Tag Lists



Troubleshooting and Support

What we do:

Resolve issues with your PI software

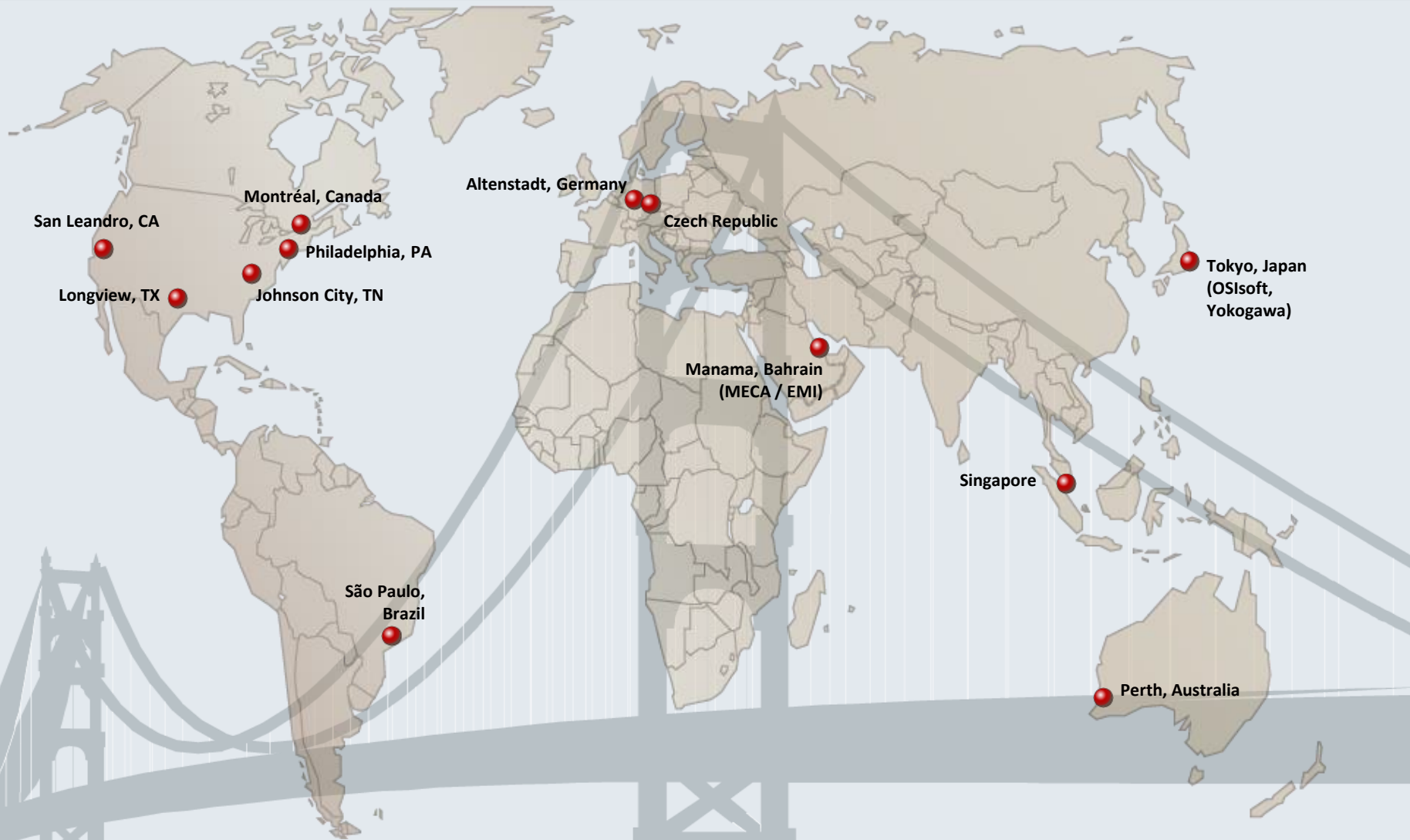
Answer questions about PI products

Provide feedback to our product development team

How to reach us:

Visit Contact Us at <http://techsupport.osisoft.com>

Where are we?



How to get support

Call Center

- 24x7 follow-the-sun support
- Phone & E-mail
- Local Access Numbers

Web Self-Service

- Knowledge Base
- Enter and update calls online
- RSS Feeds for bulletins & releases

Support Options

Managed PI (EA Only)

- PI experts monitor & maintain PI
- Improve long term performance
- Instant access to support data

Monthly Newsletter

- New release announcements
- Important support bulletins
- Helpful tech tip

Who provides support?

Expanding Team

- Over 40 PI experts (TSEs) provide support around the world each day.
- We've added over 20 new TSEs and two support locations
- New locations: Philadelphia, PA and Longview, TX

Highly Skilled

- We hire top engineering graduates and experienced PI users
- Comfortable with advanced problem solving

Fully Trained

- Months of in-depth training + shadowing experienced engineers
- New hires spend time in both Technical Support and Field Service
- All new team members get MCP certified.

Product Know-how

- Senior engineers have in-depth product exposure
- Escalations direct critical or tough calls to the best resource
- Engineering gets involved

What questions can I ask?

Anything!

- My PI Server isn't archiving data
- How do I configure my PI Collective?
- My VBA in ProcessBook is not working
 - Virtual Campus is another helpful resource
- Who is my Account Manager?
- How do I download my PI Server license activation file?

We'll direct you to the right resource.

What's coming?

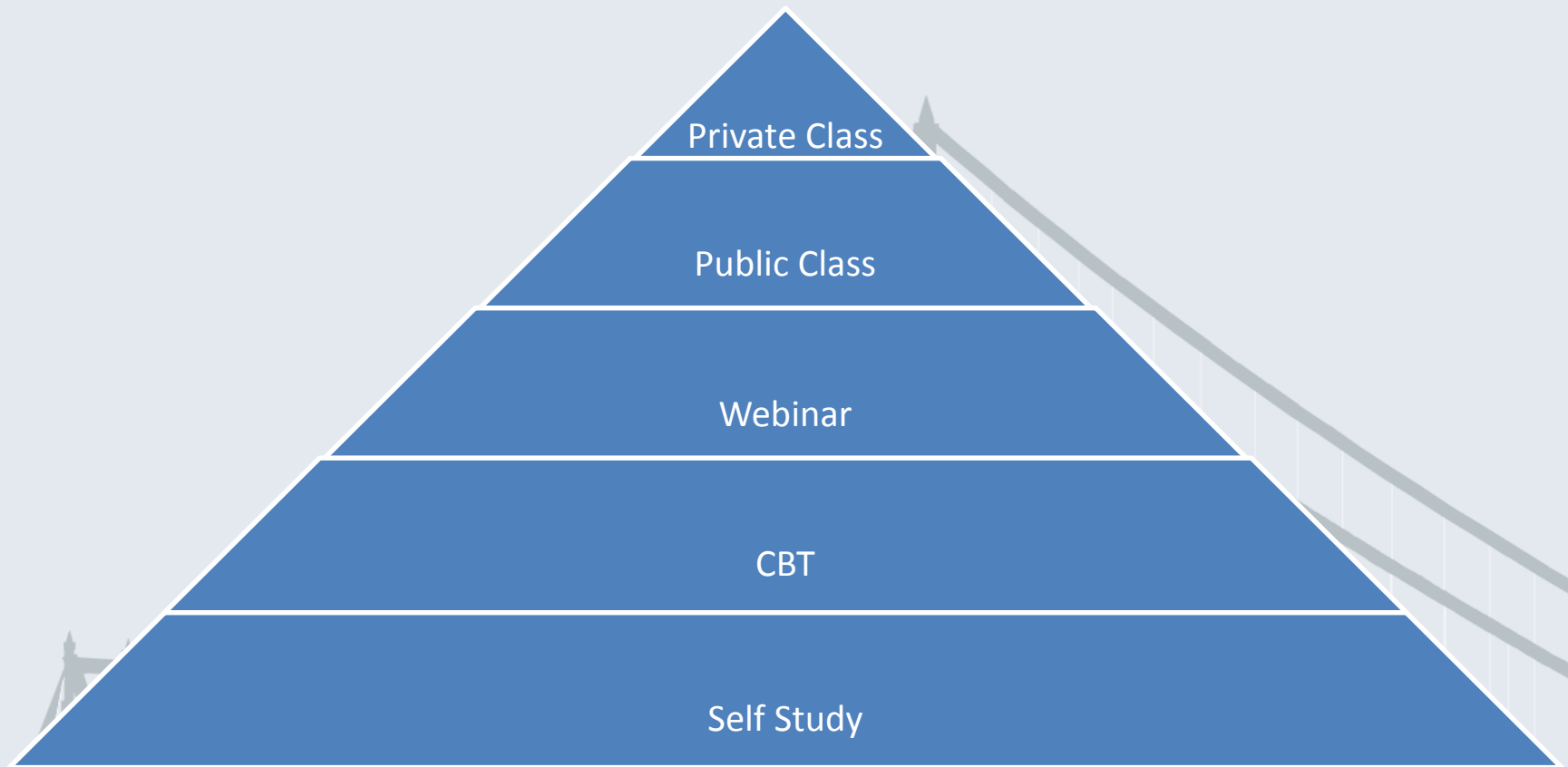
My License Activations

- On demand license activation system
- Ties a license activation file to your PI Server computer
- Exclusive way to download your license activations going forward

Improved Knowledge Base

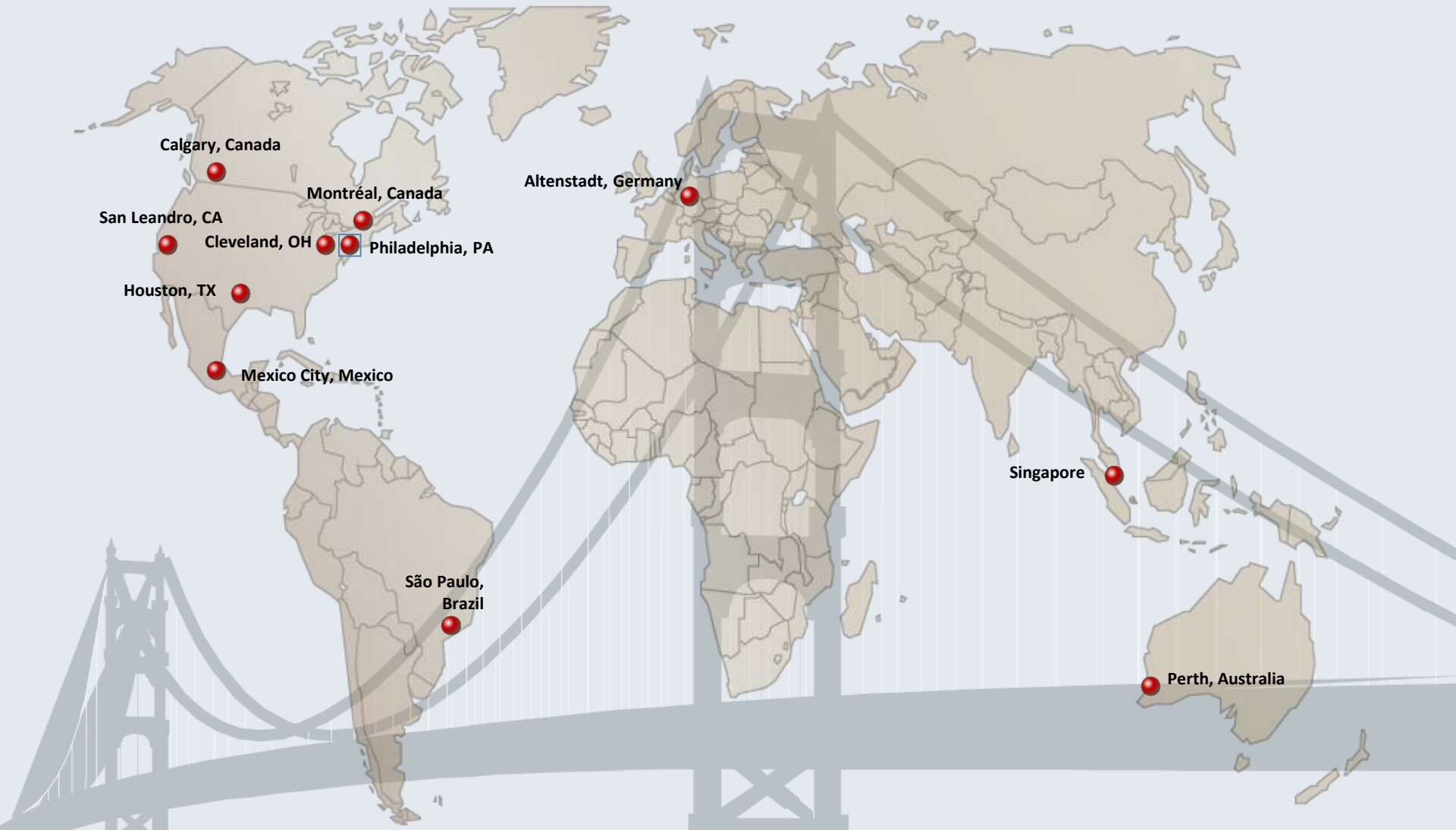
- More knowledge articles to search
- Improved search mechanism
- Additional keywords to make finding relevant articles easier

Teach



For more information, schedules, registration and enrollment visit
training.osisoft.com

Public Class Locations



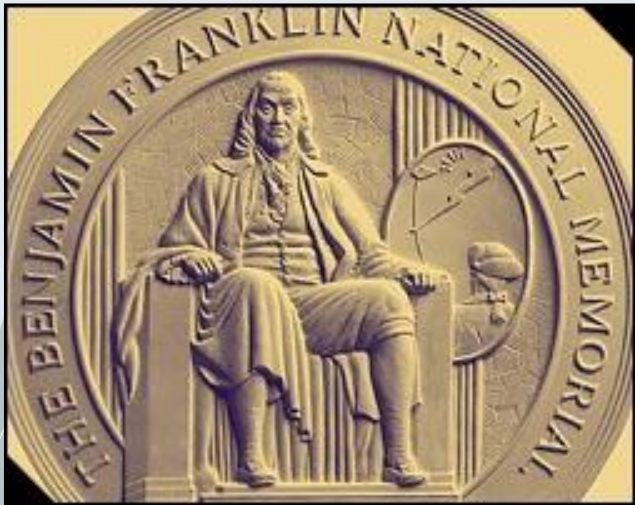
New US East Coast Training Center



Located in the center of the
City of Brotherly Love (Philadelphia)

Within walking distance of the
Franklin Institute, Independence Hall and the Liberty Bell

Within jogging
distance of the
Art Museum



Thank you

***We wish you happiness
We wish us your success***

For **any** question:

+1-510-297-5828

TechSupport@osisoft.com

<http://techsupport.osisoft.com>

