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UC2010

Real Time Information — Currency of the New Decade

Hilton San Francisco Union Square | San Francisco, CA

April 26-28, 2010

Value Now Extending Customer Support Via Enterprise Services

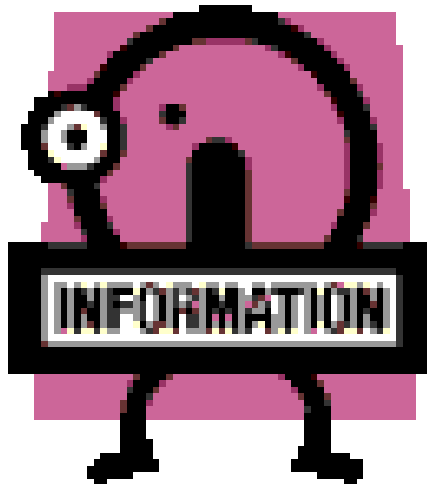
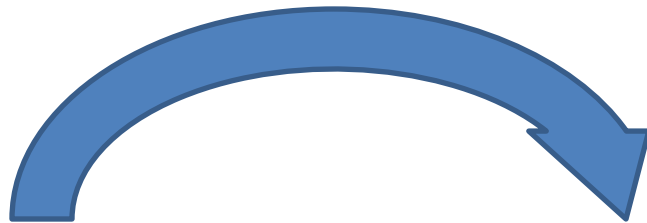
ABOUT THE SPEAKERS

- Bob Nawalinski
 - Manager, Enterprise Project Management
- Diane Bricco
 - Group Lead, Enterprise Project Management

WHY ARE YOU HERE?



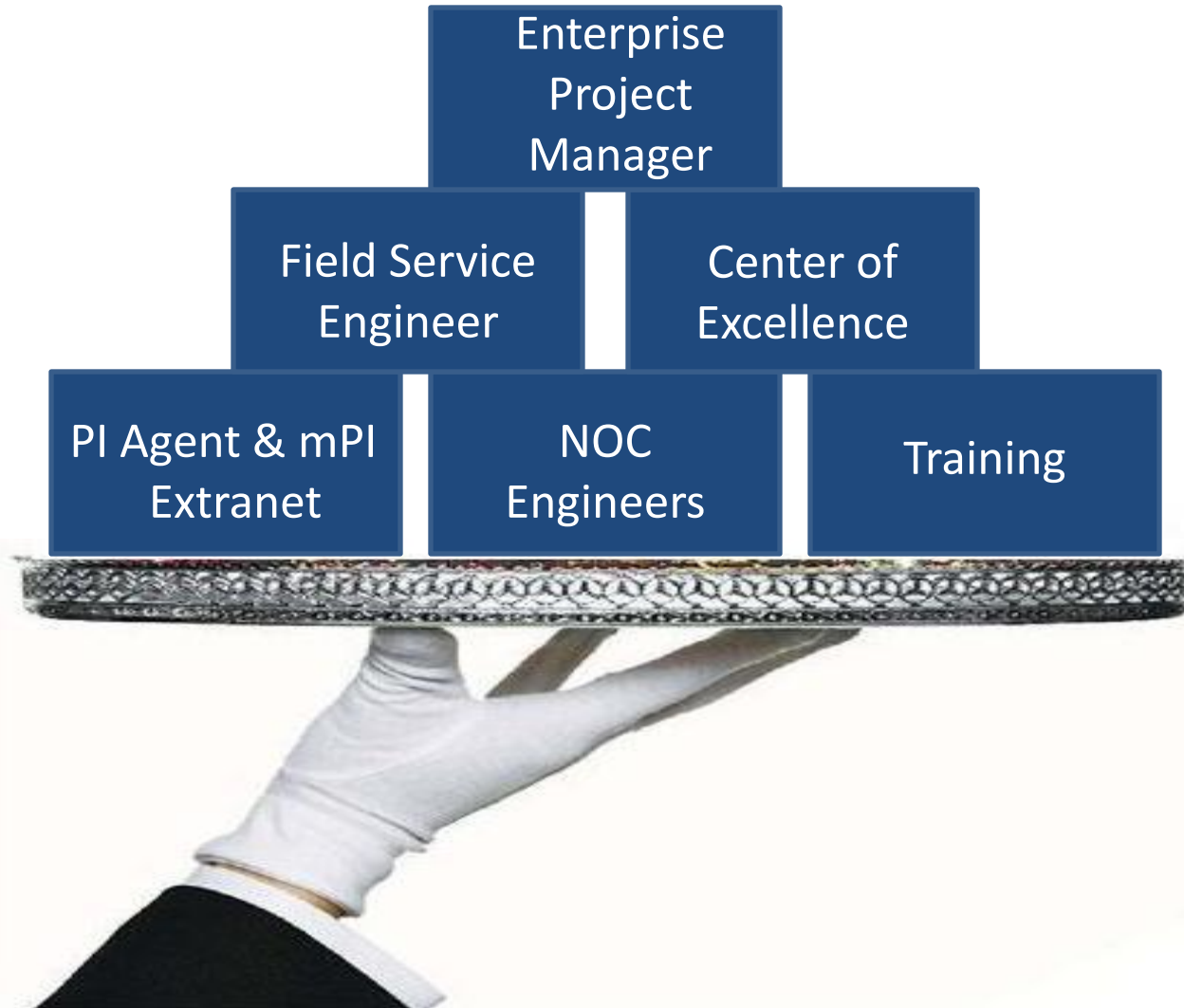
WHY ARE WE HERE?



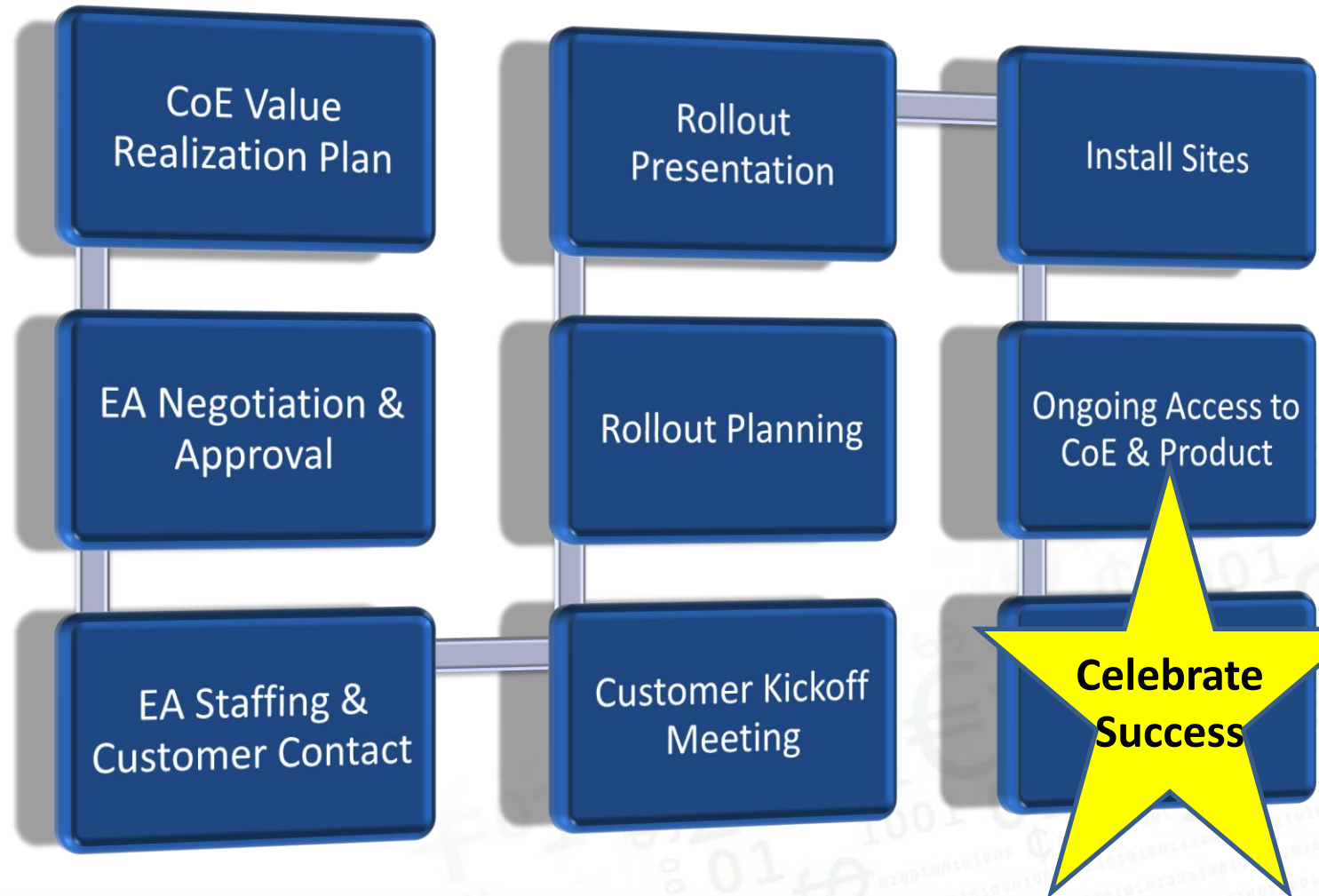
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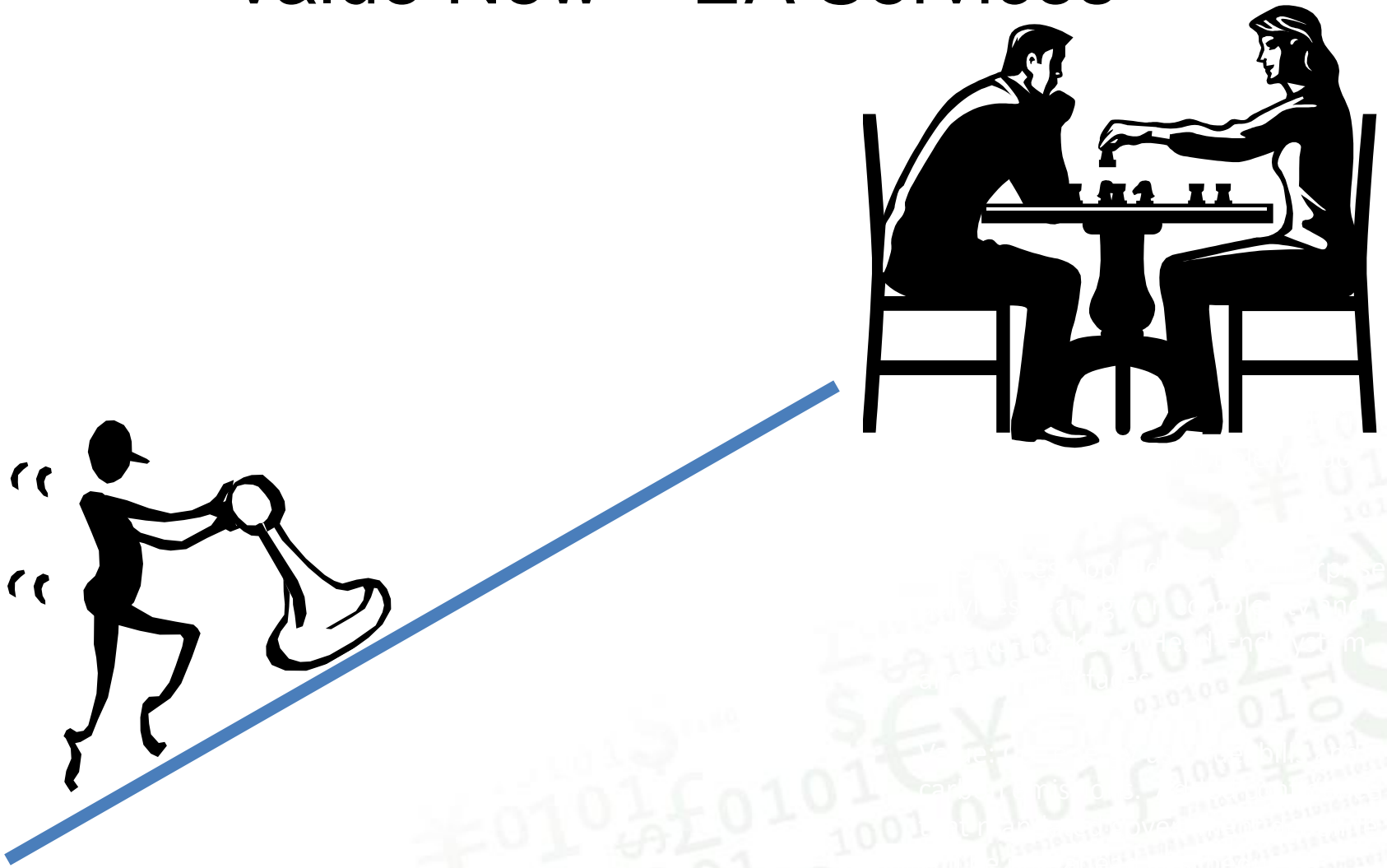
HOW CAN WE HELP?



Enterprise Services Methodology



Value Now – EA Services



Value Now – EA Services

Planning

- Value Realization Process
- Rollout Plan
- Training Plan
- Site Installation Prep



Customer: Major Utility

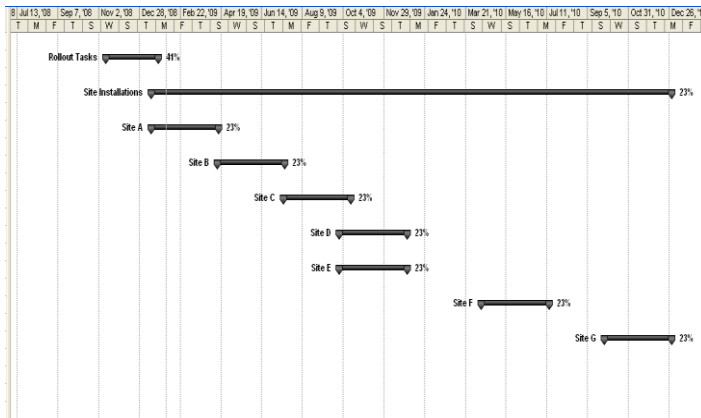
Project: Advanced Meter Infrastructure Project

Objective: Provision 2 Million Smart Meters in approx. 18-24 months to capture and mine energy consumption

Challenges: Limited “Real World” cases, evolving industry standards, multiple vendor coordination

EA Services Applied: Entire Enterprise Services Team given complexity of this initiative

Value: Product and Industry expertise resulting in customer confidence and trust



To Learn More About the EA

Room: Imperial B

- Gaining More Value from Your Enterprise Agreement
 - Imperial B – Wednesday 9:10 – 10:00
 - Matt Heere & John Stawiarski - CoE
 - The CoE team will review the Value Realization Process (VRP) with examples of how this process helped EA customers gain more value from the PI Infrastructure as they continued into latter phases of the term of the Enterprise Agreement.

Value Now – EA Services

Customer: Pulp & Paper

Project: Visibility into Energy Spending

Objective: Reduce Energy Spending

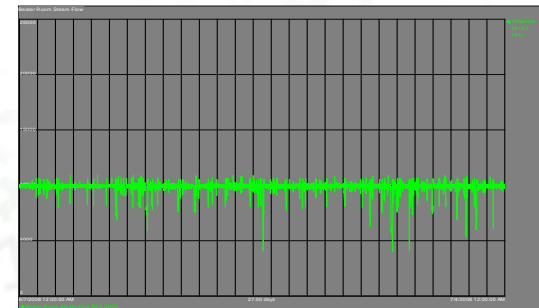
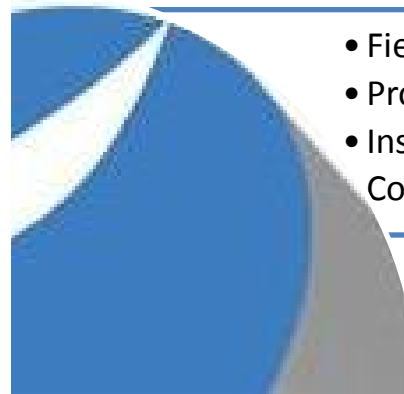
Challenges: Mis- & Missing Information; No History, No Visibility, No Real-Time Feedback

EA Services Applied: Field Service Engineer = 60+ Interfaces, 10 locations, 12 months

Value: > \$1,000,000 in Energy Savings

Implementation

- Field Service Engineer
- Product Installation
- Install Status Communication
- Coordination with NOC



Value Now – EA Services

Customer: Food and Beverage

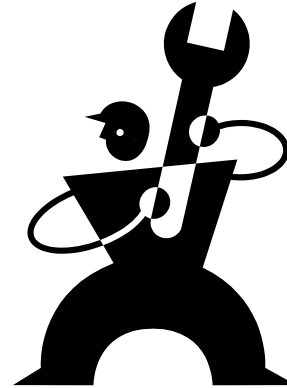
Project: Around the world - 24x7 support

Objective: Minimize data downtime and re-focus resources

Challenges: Located on 5 Continents, 100+ sites, varied PI Experience

EA Services Applied: NOC Engineer

Value: Staff productivity increased during working hours, peace of mind during non-working hours



Support and Maintenance

- Ongoing EPM Support
- Ongoing CoE Advisory Role
- NOC Engineer Support
- System Intelligence via Extranet

Value Now – EA Services



Repeat the Cycle

- Project Reviews
- Roadmap Review
- Mini-User Conferences
- Software Updates



Customer: Major Utility

Project: NERC CIP Compliance

Objective: To Review the “As Is” Architecture and Determine Effort for NERC CIP Compliance

Challenges: Evolving Compliance Standards, Business Cycle and Budgetary Considerations, Timeline

EA Services Applied: Center of Excellence Solutions
Architecture Support and Field Service Engineers Installation Support

Value: Provided rapid response to support customers high-priority site installations

Value Now – EA Services

Planning

- Rollout Plan
- VRP
- Training Plan
- Site Installation Preparation

Implementation

- Field Service Engineer
- Product Installation
- Install Status Communication
- Coordination with NOC



- Project Reviews
- Software Updates
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Repeat the Cycle

- Ongoing EPM Support
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Maintenance and Support

True EA Success Stories

Pulp & Paper - \$1 Million+ In Energy Savings

Food & Beverage – Keeping PI “Evergreen” and Secure

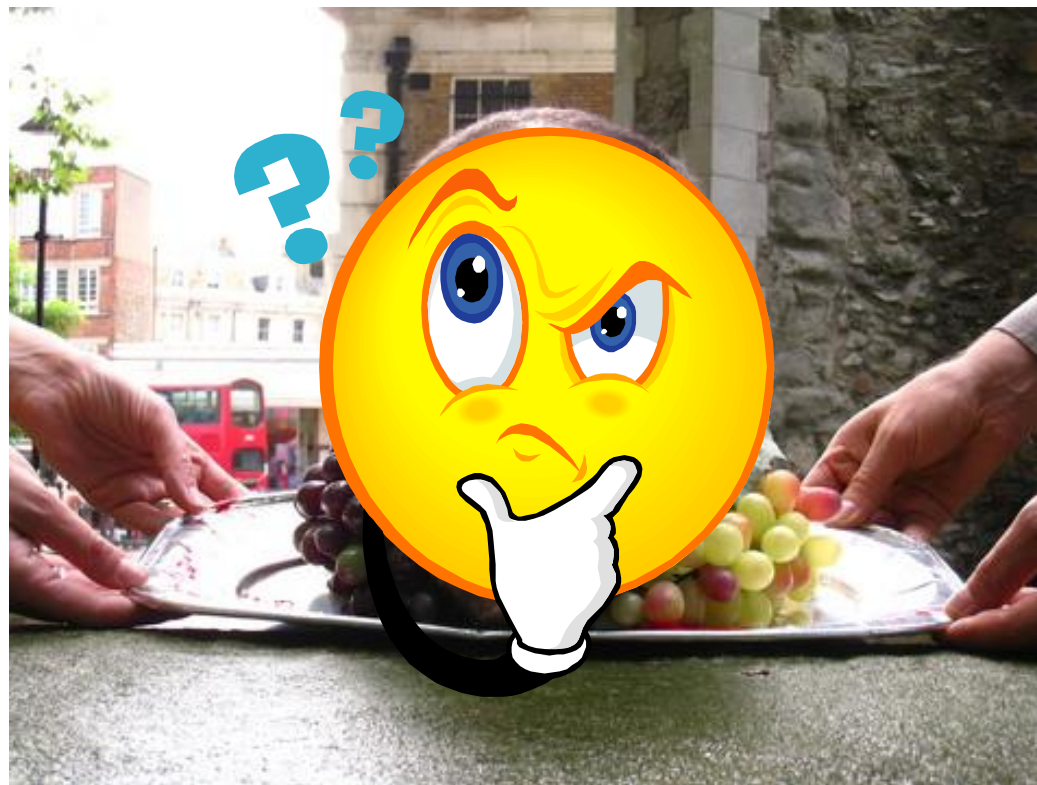
Utilities & Power - “mPI and the NOC allowed us to find and solve an issue in a couple of hours. Without mPI and the NOC, the issue may have taken us days to find and remedy”

Utilities & Power- Analyzed and designed plan increasing capacity resulting in over \$1.7 MM savings annually

Pulp & Paper – “I can take a vacation and have peace of mind that any problems will be solved by the NOC”

Pharma – Provided Templates To Jumpstart Customer Validation Effort

WHY ARE YOU HERE AGAIN?





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Thank you

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