OSIsoft® USERS CONFERENCE 2011

Turning **insight** into **action**.

OSIsoft Field Service: Enabling You to Add Value to Your PI System

Presented by **Kunal Desai**, Field Service, OSIsoft

OSIsoft Field Service

- 120 Engineers across 16 countries
  - Allows for faster scheduling of services
- 300 Field Service jobs per month
  - Combination of onsite and remote Work

Complete Solution/Complete Support

PI System Software

Training

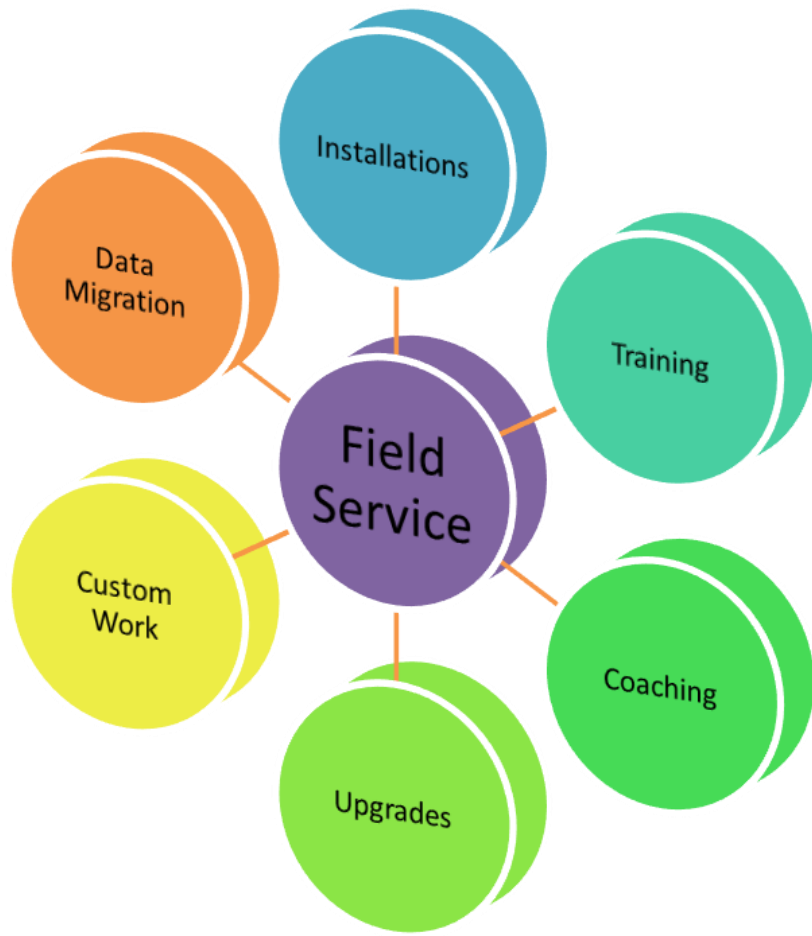Field Service

Technical Support

Why OSIsoft Field Service?

- Graduates of top engineering programs
  - Understand the importance of a production environment
- FSEs are well trained and versed with products
  - Product Training and Field Service Training
- FSEs follow OSIsoft FS Technical Standards
  - Standards set by experienced FSEs with guidance from developers

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 PI to maintain your PI System
- Enable you to get the most *VALUE* from your PI System

Service Offerings

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

Installations

- Software Installation
- Tag Configuration
- PI System Management Coaching

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
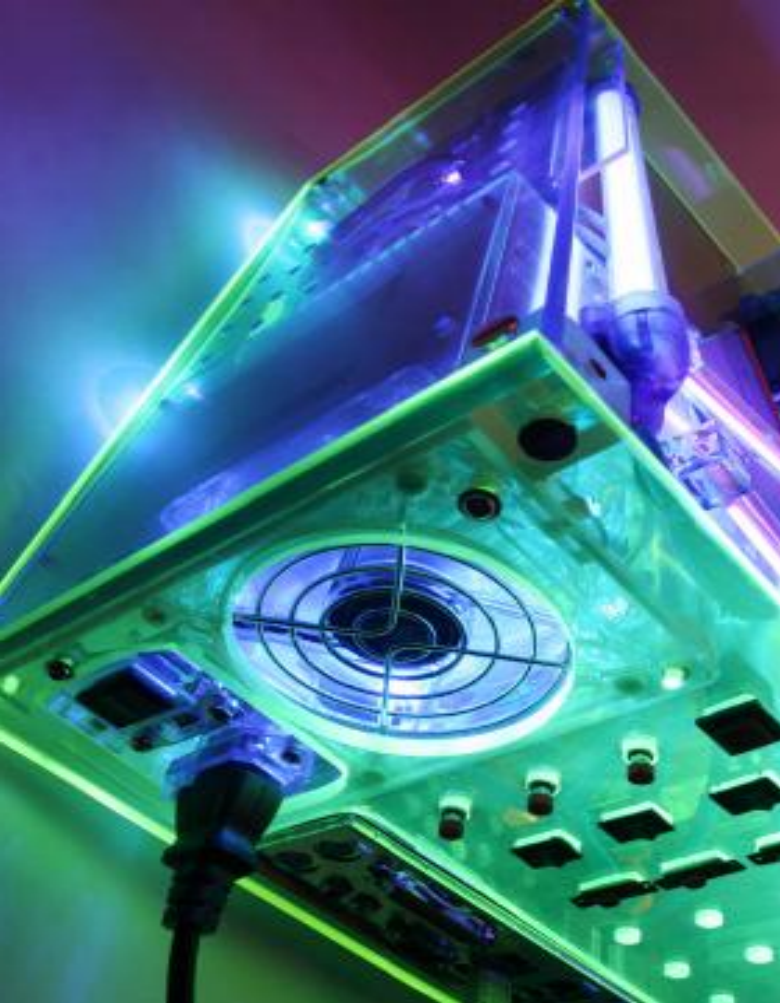- At your site or our Public Training Centers

Coaching

- ACE Coaching

- AF Coaching

- Batch Coaching

- Custom Coaching

Data Migration

- Legacy Historian to PI System

- From older versions to newer versions of the PI System

Custom/Special Services

- PI System Audit/Tune Up

- Consulting and Analysis

- PI System Troubleshooting

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

To Get More Information

- Contact your OSIsoft Account Manager

- FieldService@osisoft.com

- Bill Fabens – BFabens@osisoft.com

- Kunal Desai – KDesai@osisoft.com

Thank you

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