Regional Seminar Series

OSIsoft Field Service

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PI System Software

Training

Field Service

Technical Support

Empowering Business in Real-time.

# Difference between Field Service and Techsupport

OSIsoft.

FIELD SERVICE:

- Provide onsite/remote installation/upgrade services

- Provide coaching services

- Provide onsite/public training

- Offer standard/non-standard service packages

TECHSUPPORT:

- Provide 24/7 X 365 days personalized worldwide phone, email and web-based technical support

- Assist with questions and problems with their PI System (DOES NOT DO INSTALLATIONS)

- Managing PI Infrastructure for OSIsoft's Enterprise Customers

Empowering Business in Real-time.

What OSIsoft Field Service does?

Empowering Business in Real-time.
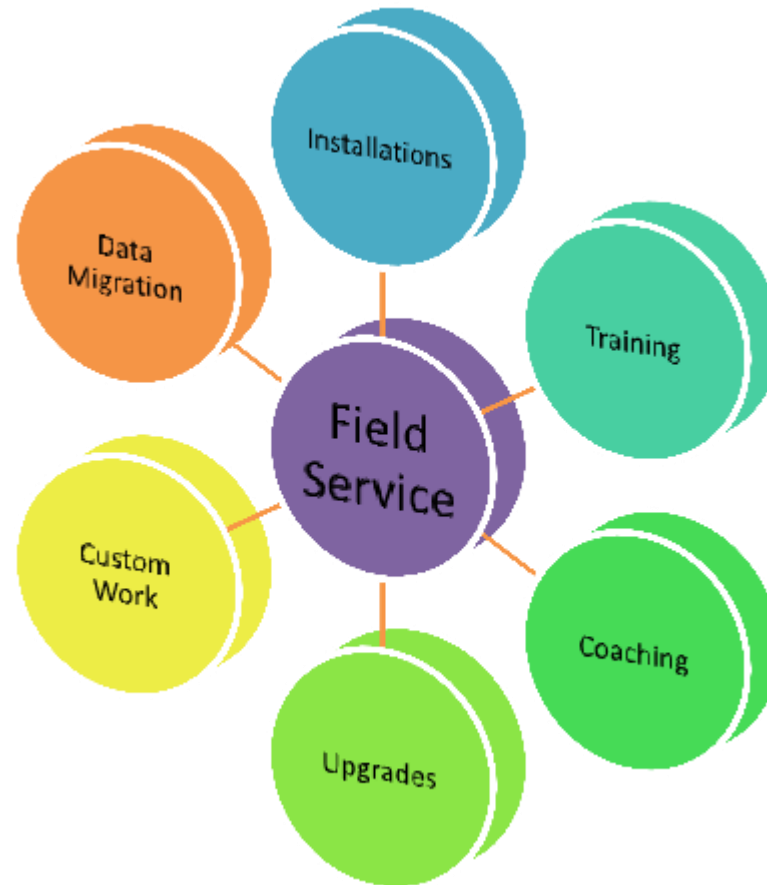
- PI System Software Installation

- Tag Configuration

- Basic PI System Management Coaching

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KEEP UP WITH TECHNOLOGY!

- Upgrade to:

  - New Hardware

  - Latest and Greatest PI System Upgrades

  - New Architecture

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OSIsoft.

- Create your own reports

- Look at your own data

- Discover the unknown!

- At your site or at OSIsoft Public Training Centers!

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OSIsoft.

"Teach a man to fish...."

- Do what you want with your PI System

  - PI AF Coaching

  - PI ACE Coaching

  - Batch Coaching

  - Custom Coaching available!

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- Legacy Historians to the PI System

- From old versions of the PI System to new versions of the PI System

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OSIsoft.

- PI Audit and Tune-up

- Consulting and Analysis

- Troubleshooting

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Remote Services

- About 50% of OSIsoft Field Service work is done remotely

- Save $$$, no Travel Expenses

- Quicker scheduling and execution of services

- Access to worldwide Field Service resources

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Thank you