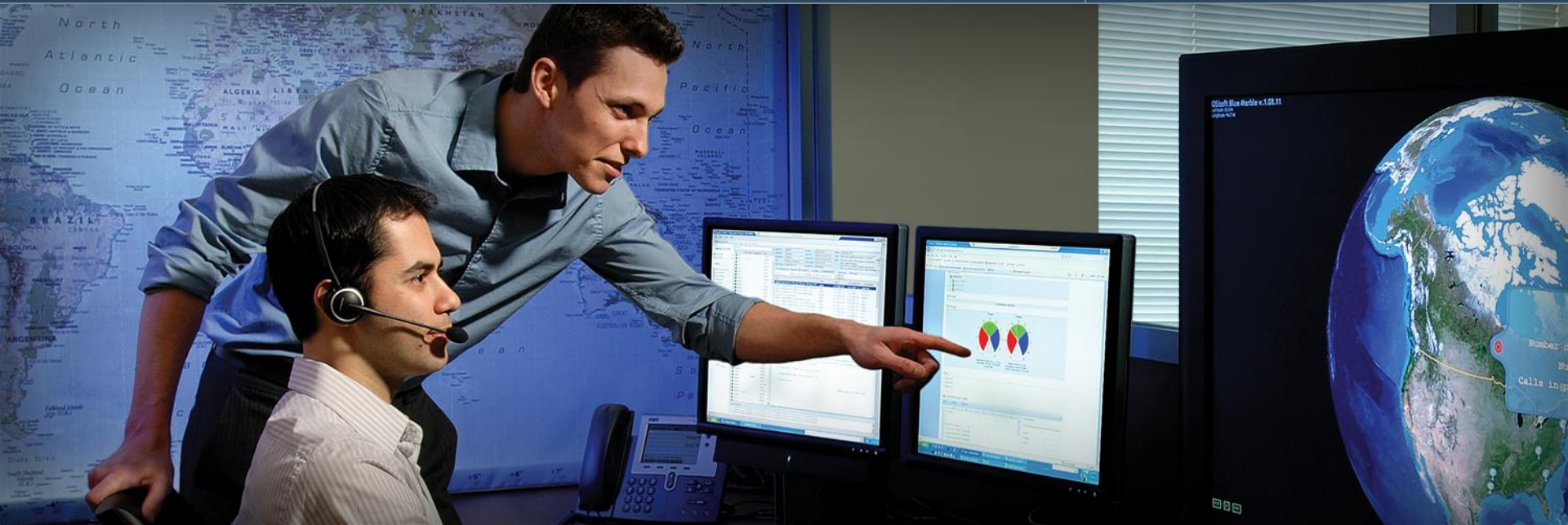




OSIsoft®

Regional Seminar Series



OSIsoft Field Service

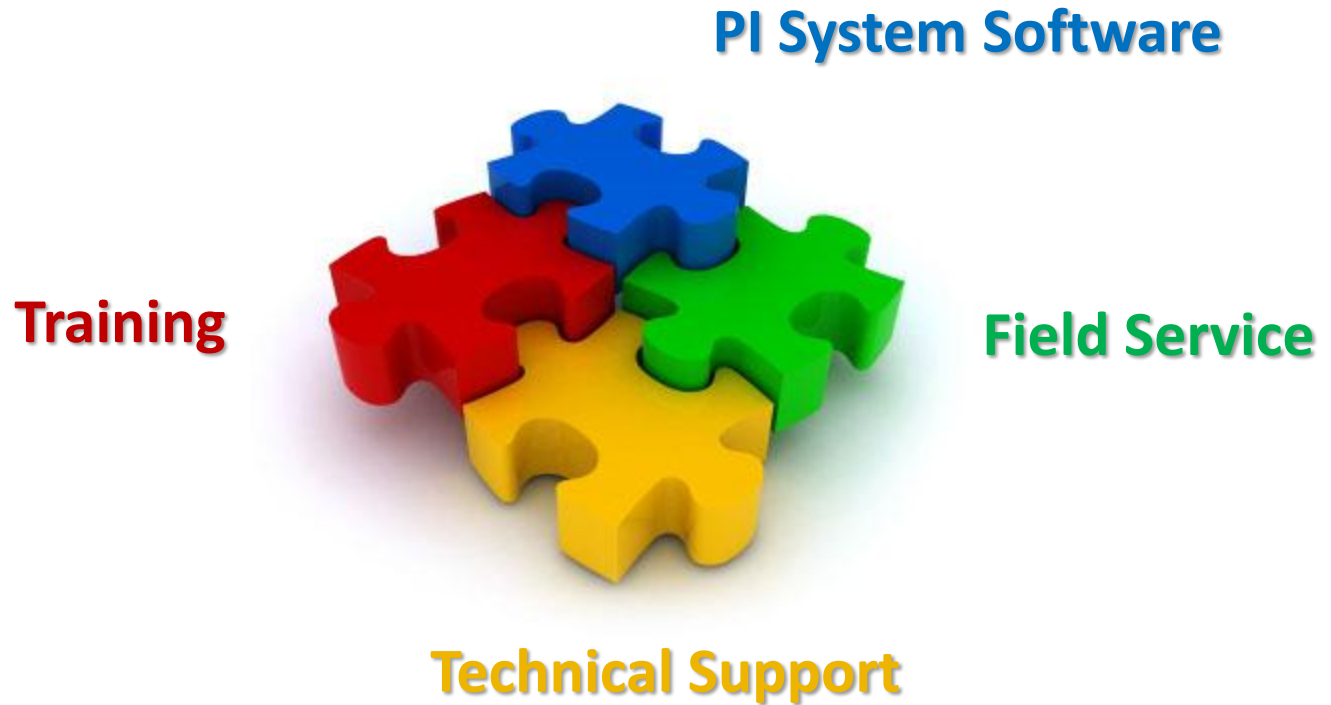
Bill Fabens, OSIsoft

October 28th 2010

Empowering Business in Real Time.

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Why OSIsoft Field Service?



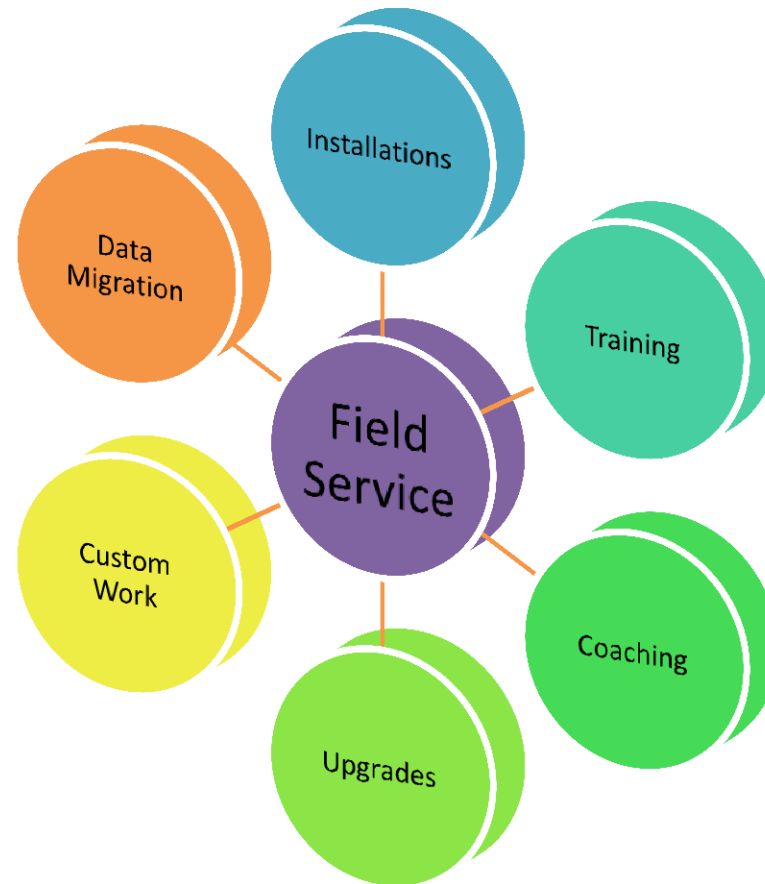
FIELD SERVICE:

- 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

What OSIsoft Field Service does?



- PI System Software Installation
- Tag Configuration
- Basic PI System Management Coaching



KEEP UP WITH TECHNOLOGY!

- Upgrade to:
 - New Hardware
 - Latest and Greatest PI System software
 - New Architecture



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



“Teach a man to fish....”

- Do what you want with your PI System
 - AF Coaching
 - ACE Coaching
 - Batch Coaching
 - Custom Coaching available!



- Legacy Historians to PI System
- From old versions of PI System to new versions of PI System



- PI Audit and Tune-up
- Consulting and Analysis
- Troubleshooting



- 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

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