

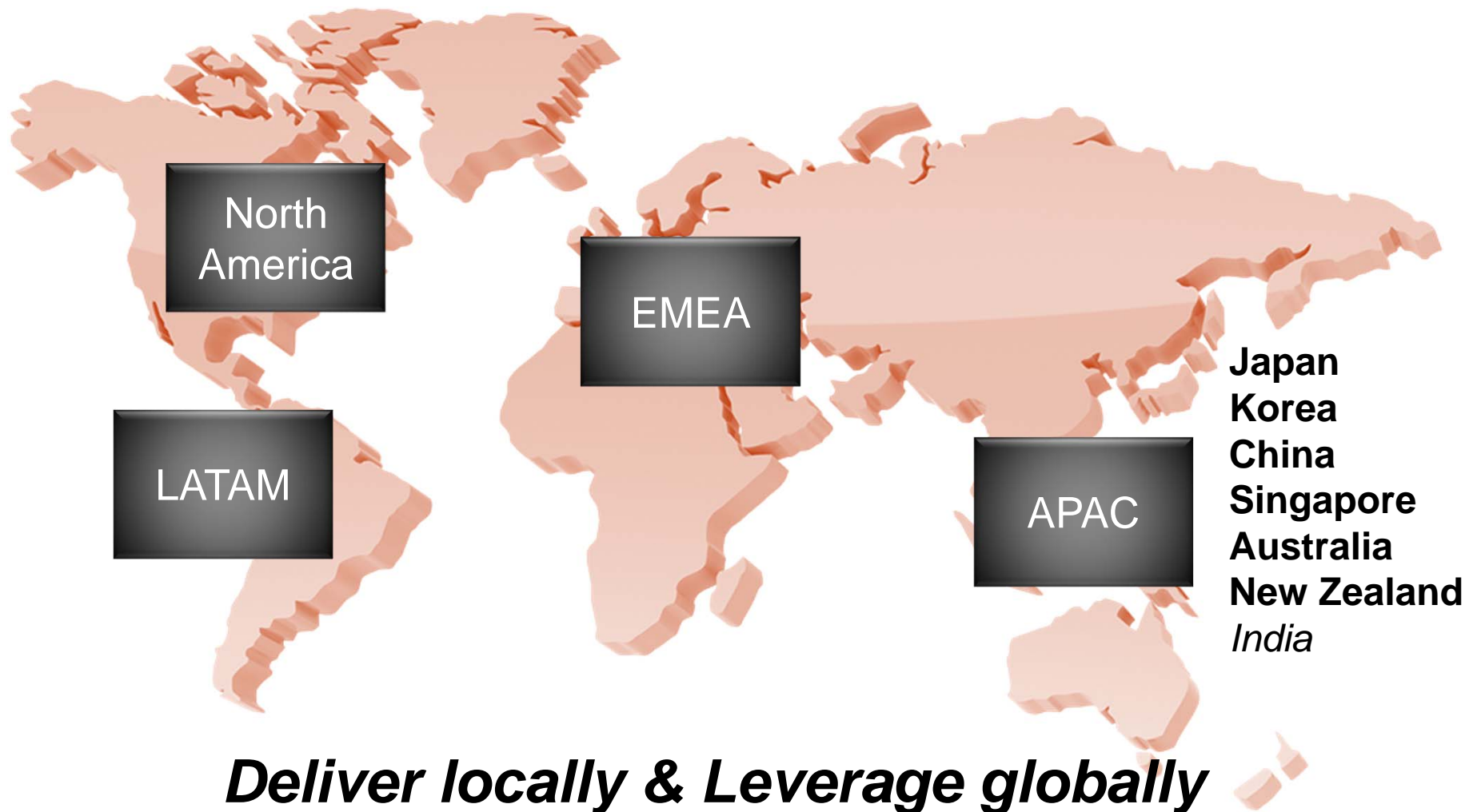


Customer Advisory Services & Enterprise Agreements

Presented by **Pierre Tremblay**
Director, Customer Advisory Services
OSIsoft AsiaPac

Customer Advisory Services

Global Structure



Customer Advisory Services

to Customers and Partners across all phases of their PI experience

Technical Consultants

Experts in PI System and understanding of Business
Presentations, demos and value discussions
Pre-system engineering and deployment scenarios

Proposals

Deliver effective and accurate responses to Tenders

COE

Center of
Excellence

Strategic and Tactical Advisors & Value Realization Process
Product and Industry Experts, Best Practices
Customized Architecture for Client Needs and Industry

EPM

Enterprise Project
Management

Primary contact for Customers with Enterprise-wide Agreements
Experienced Project Manager for rollout, upgrades and oversight

Customer Lab

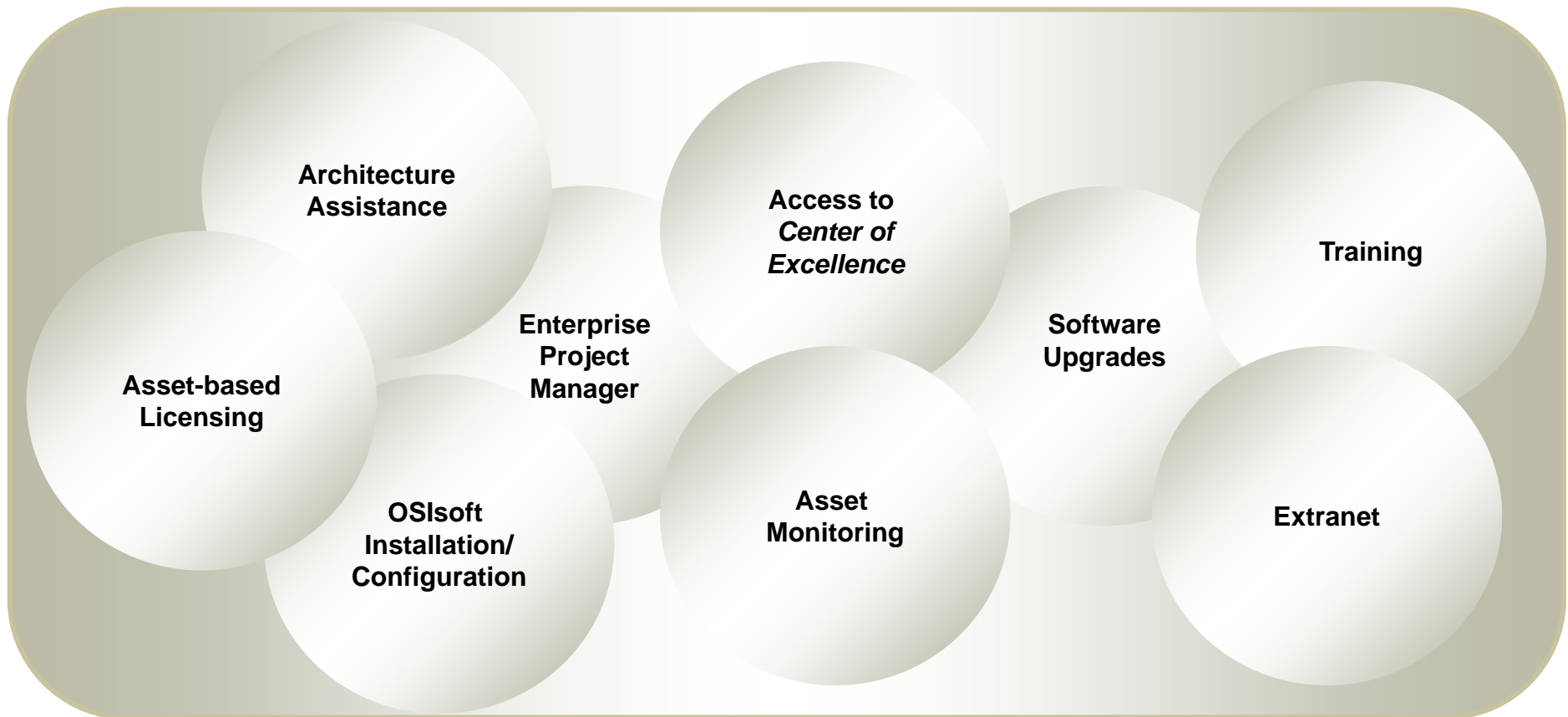
Validate PI infrastructure for a wide range of application areas.
Measure performance in uncommon environments.

CAS APAC Team Members

Beili Xiong	Technical Consultant	Beijing
Wang Zhen	Technical Consultant	Beijing
Sam Pride	Center of Excellence Engineer	Melbourne
Bruce Miller	Enterprise Project Manager	Plymouth, NZ
Kevin Won	Technical Consultant	Seoul
Edward Bao	Technical Consultant	Shanghai
Felicia Mohan	Technical Consultant	Singapore
Gina G. Laviste	Technical Consultant	Singapore
Ken Marsh	Center of Excellence Engineer	Singapore
Lee Han Yong	Center of Excellence Engineer	Singapore
Nathawan Hanpadungdhama	Technical Consultant	Singapore
Michael Luo	Technical Consultant	Sydney
Yuhei Inada	Technical Consultant	Tokyo

Enterprise Agreement

Under an Enterprise Agreement, customers enjoy an asset-based licensing model and a range of services based upon 30+ years as an industry leader.



Key Components of an **Enterprise Agreement**



- Access to most OSIsoft products for select assets
- Utilize for development, test, or production use
- Includes version updates and patch releases
- Unlimited data streams/tag count



- Primary contact for all OSIsoft activities
- Experienced PM to assist with rollout, upgrades, oversight
- Coordinates all OSIsoft EA team members and product experts to ensure EA vision is achieved

***OSIsoft's EA delivers services you need
to implement and manage PI on an Enterprise-wide basis.***

Key Components of an **Enterprise Agreement**



Center of Excellence
&
Architecture Support

- Strategic and Tactical Advisors
- Product and Industry Experts
- Customized Architecture for Client Needs and Industry
- Value Realization Process



Installation
Configuration
Software Updates

- Remote Installation of OSIsoft products
- Assist with product configuration and tuning
- Pre-Installation Prep and Planning Assistance
- Update system to roll out updates as they become available

***OSIsoft's EA delivers services you need
to implement and manage PI on an Enterprise-wide basis.***

Key Components of an **Enterprise Agreement**



Asset Monitoring NOC

- Ensures Higher Availability of PI Systems
- Reduces Customer Staff PI Knowledge Required
- Allows customer to focus on strategic initiatives over maintenance activities



Customer Extranet

- Portal for all EA related activity
- Ability to monitor status of PI systems
- Review and monitor open support calls



Training

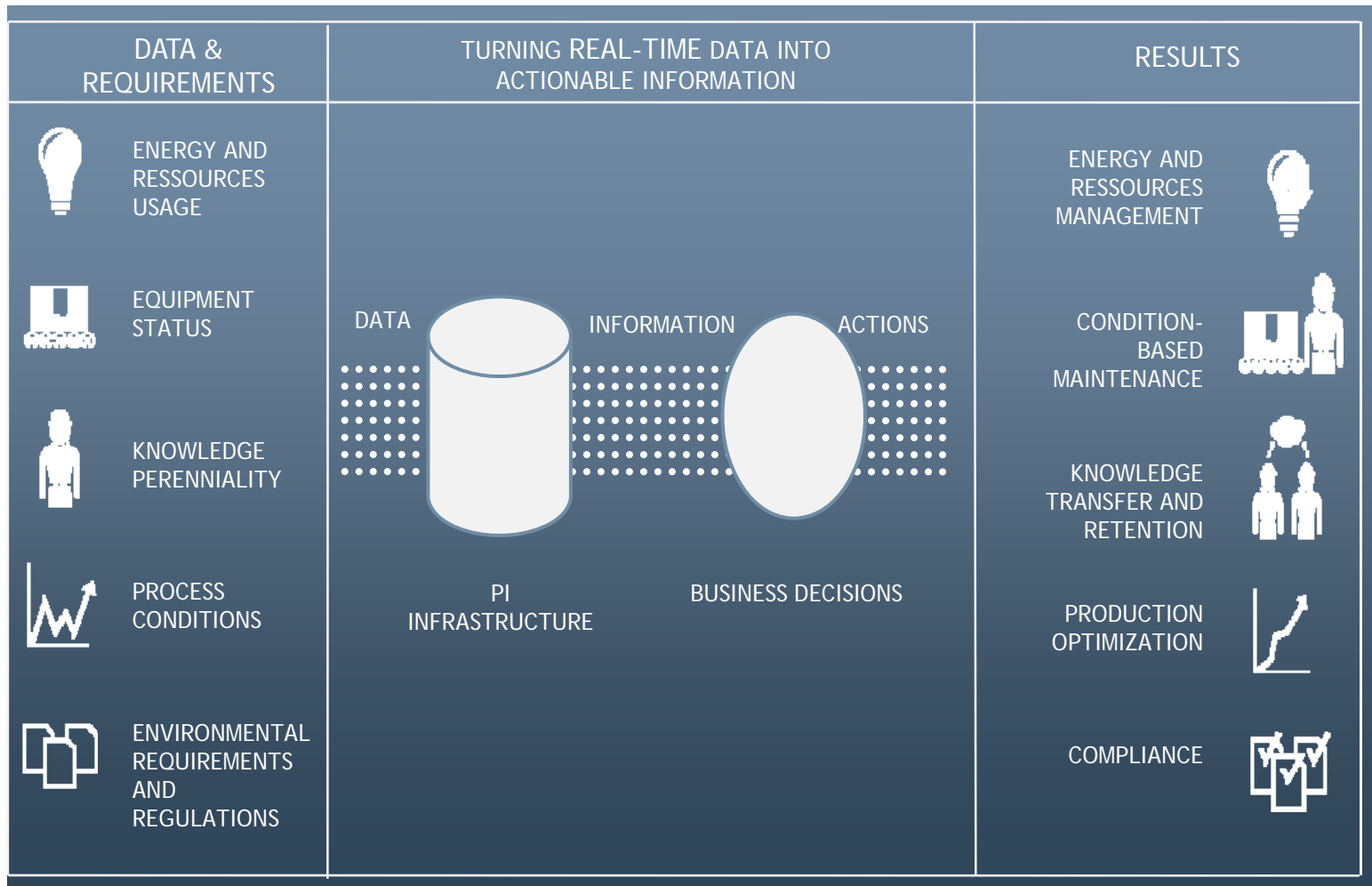
- Access to current CBTs and Seminars
- Training Vouchers for Classroom Training
- Customized Training Plan

***OSIsoft's EA delivers features you need
to implement and manage PI on an Enterprise-wide basis.***

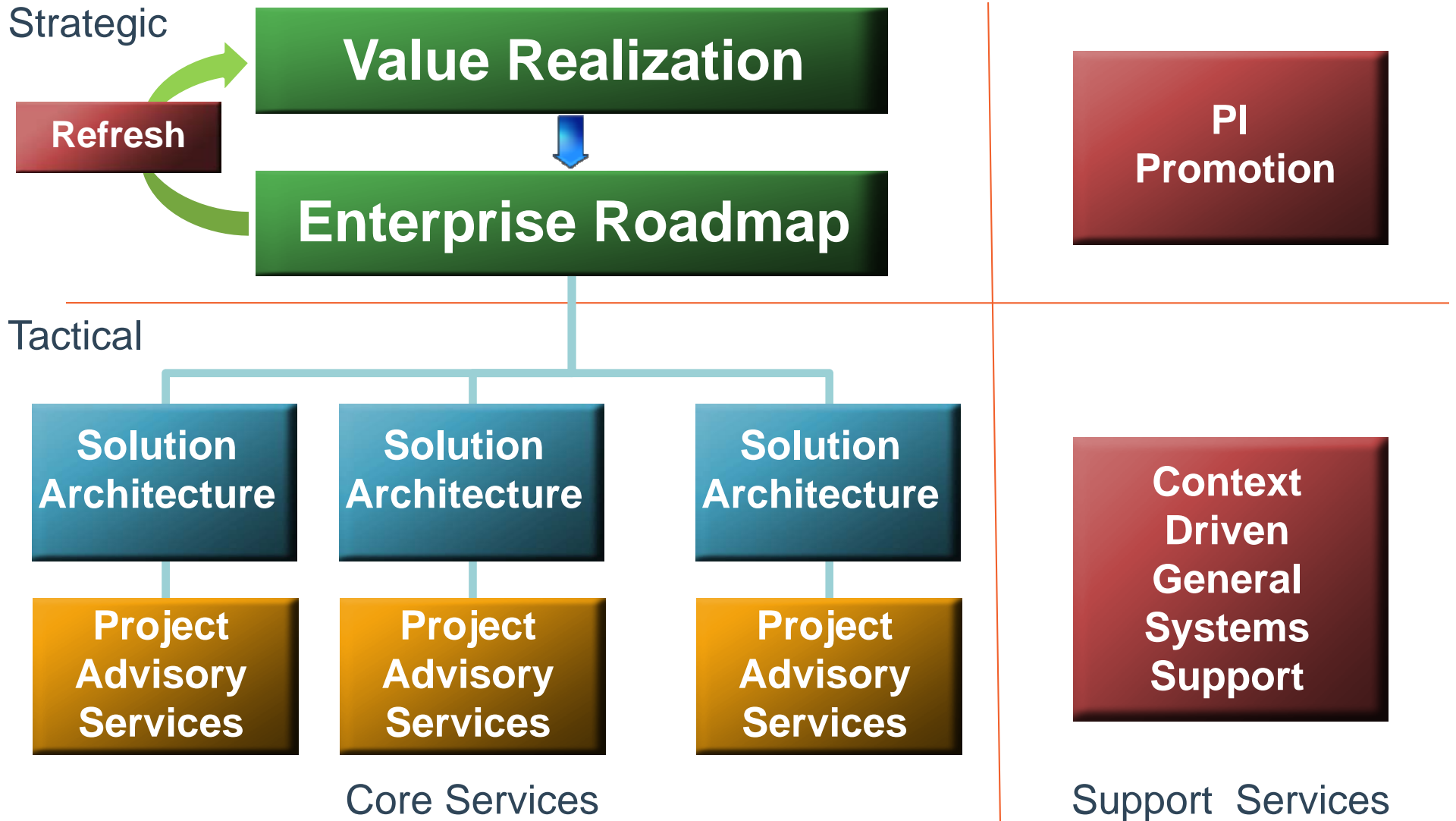
OSIsoft Support (EA vs Standard)

Service Provided	Standard SRP	Enterprise SRP
24/7 Worldwide Live Support	✓	✓
Software Updates and Enhancements	✓	✓
Replacement of Obsolete Interfaces	✓	✓
On-Line License Management	✓	✓
Live Chat with Support Person	✓	✓
Access to OSIsoft Training Webinars	✓	✓
Access to the Center of Excellence Support		✓
Assigned Enterprise Project Manager		✓
Enterprise Oriented OSIsoft Technical Team		✓
Architecture Review and Business Value Mapping		✓
OSIsoft Software Installations		✓
Quarterly and Annual EA Progress Reviews		✓
Remote System Performance Monitoring - Managed PI		✓
Annual Training Vouchers		✓
Annual User Conference Vouchers		✓
vCampus Access and vCampus Live Vouchers		✓
Customer Specific Extranet Site		✓

Business Results based on your Real-Time Data Infrastructure

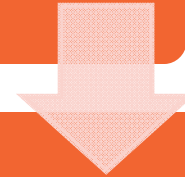


Center of Excellence Services

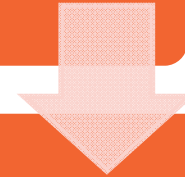


Value Realization Process

Discover Value



Discuss Timeline



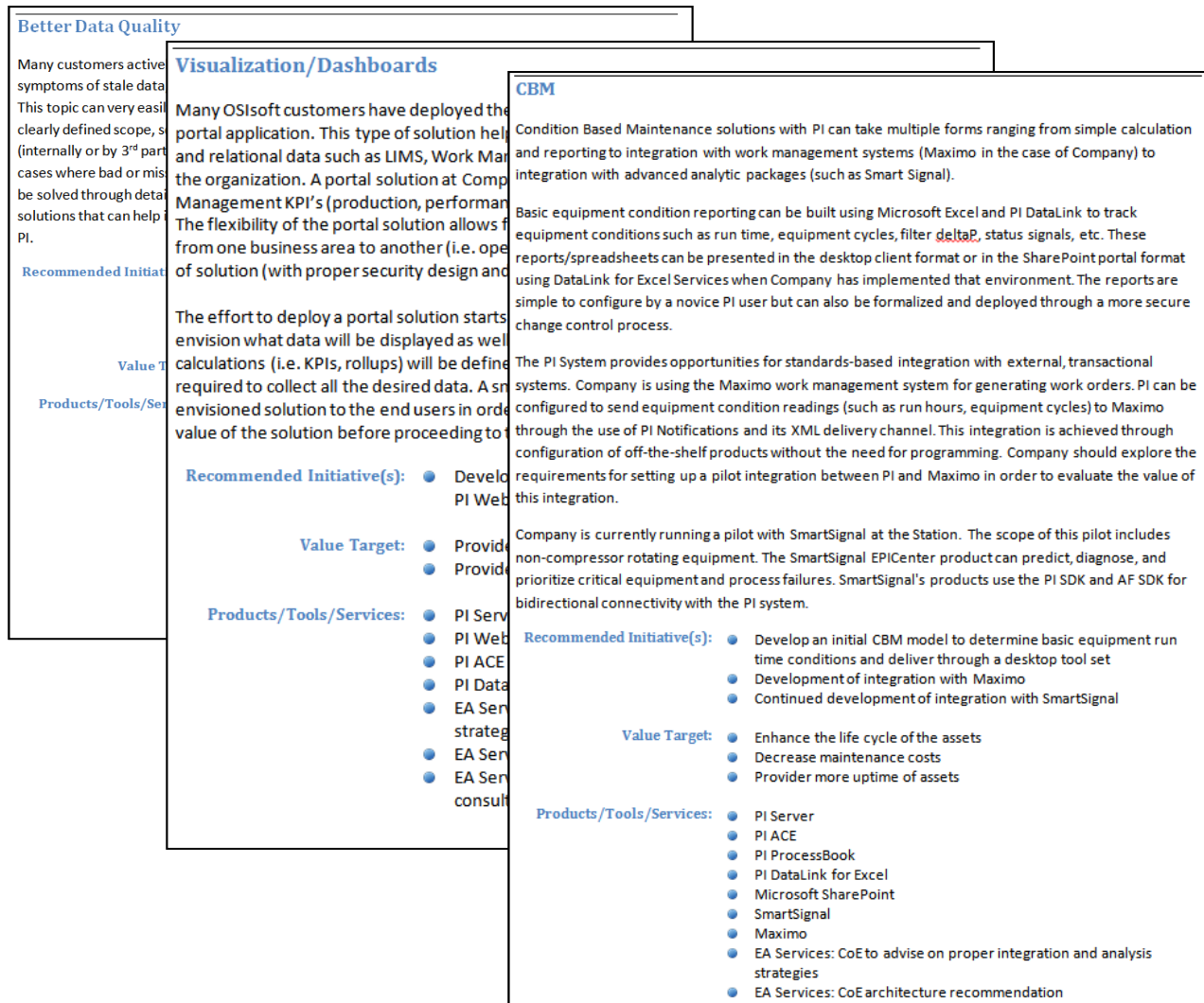
Develop Possible
Solution Architectures

Discover Value

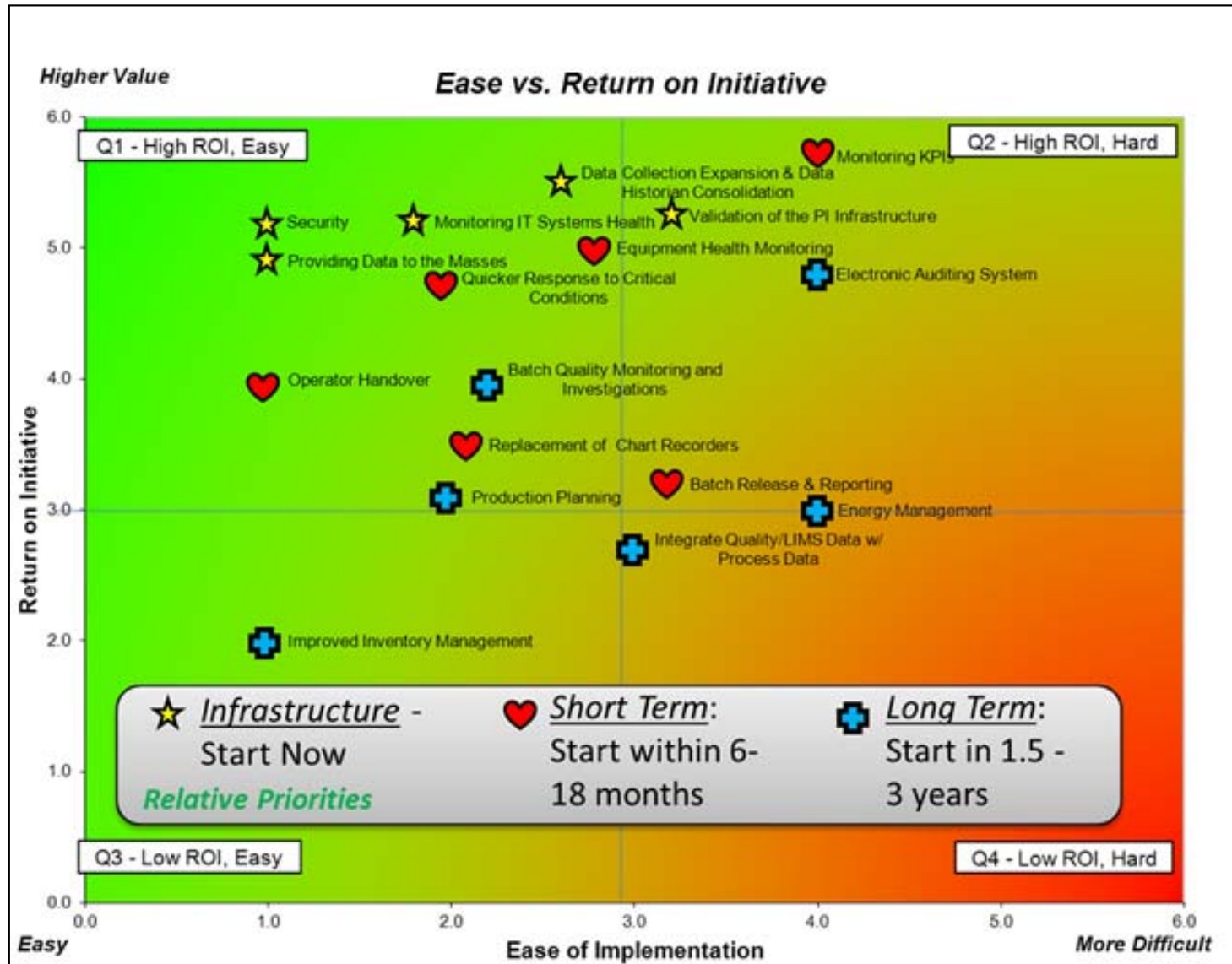
Joint OSIsoft & customer meeting at customer site:

- **Review & discuss customer high level needs**
 - General Value
 - Asset Performance
 - Operational & Maintenance
 - Enterprise Visibility
 - Sustainability
 - Overall PI Infrastructure
- **Review & discuss current customer environment and plans**
 - Current infrastructure and dependencies
 - Corporate initiatives that could impact Value

Possible Solution Architectures (Value Targets)



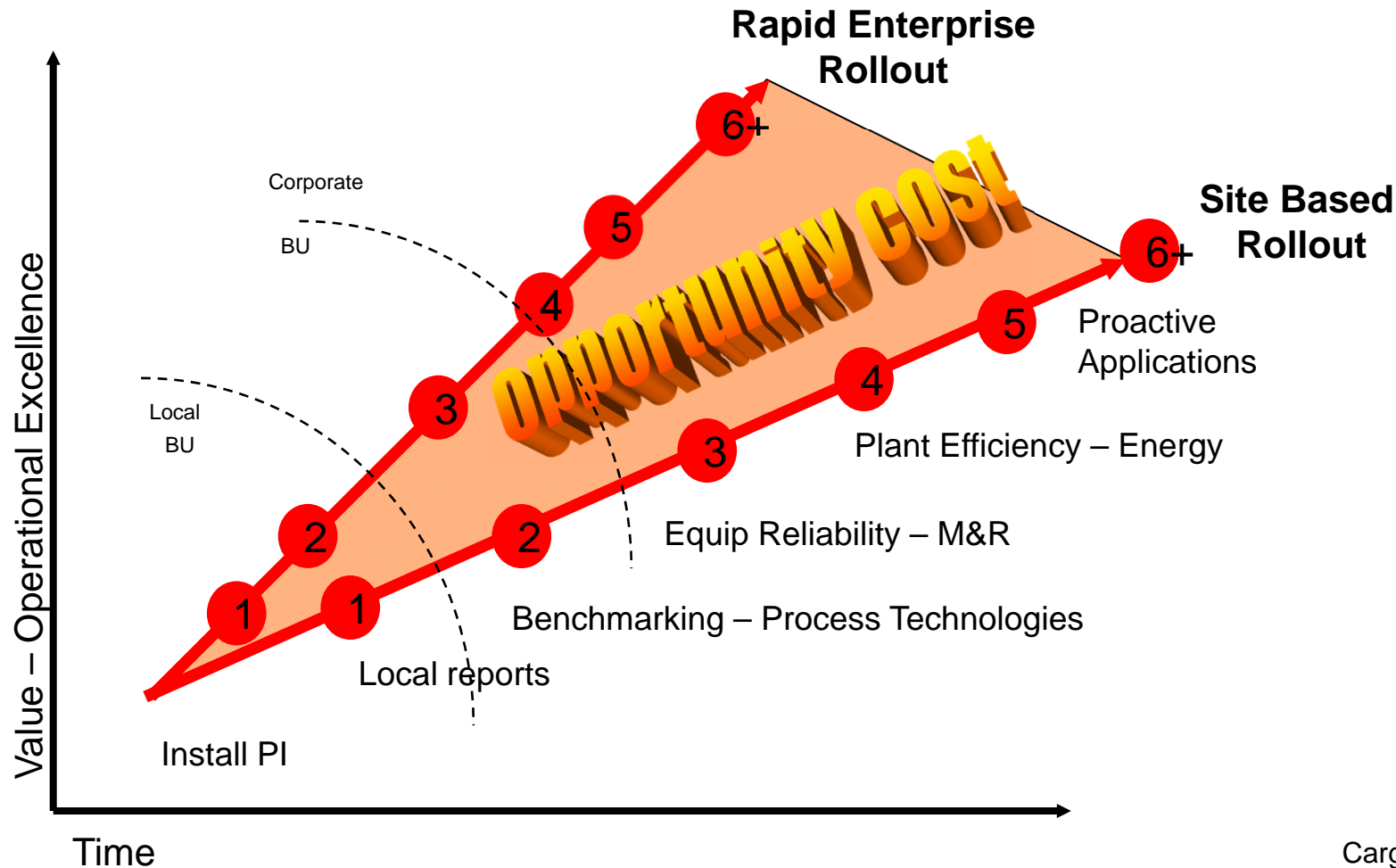
Establish Priorities



Develop Timeline

Timeline of Initiatives		Aug '10	Sep '10	Oct '10	Nov '10	Dec '10	Jan '11	Feb '11	Mar '11	Apr '11	May '11	Jun '11	Jul '11	Aug '11	Sep '11	Oct '11	Nov '11	Dec '11	Jan '12	Feb '12	Mar '12	Apr '12	May '12	Jun '12
*	High Fidelity Data Collection	45%	45%	45%	45%	45%	45%																	
Initial Value Add	Centralized Database			35%	35%	35%																		
	Data Visualizations		20%	20%	20%	20%	20%	20%																
	Meta-data development	50%	50%																					
	Regulation Compliance							25%	25%	25%	25%													
	Notifications Scheme			25%	25%																			
	Fleet Monitoring					30%	30%	30%	30%	30%	30%													
	KPI Framework						25%	25%	25%	25%	25%	25%												
	Report Generation				50%	50%	50%			50%	50%	50%												
	Security Model							20%	20%															
Long Term	Configuration Change Management											50%	50%	50%	50%	50%	50%							
	Condition Based Maintenance												50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
	Vibration Data Collection																		50%	50%	50%	50%	50%	50%

Leveraging Rapid Enterprise Rollout



Cargill UC Talk 2006

Enterprise Agreement (EA) Foundation

Planning

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

Implementation

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

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

Repeat the Cycle

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

Maintenance and Support





**THANK
YOU**

Brought to you by



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