GLOBAL WEBINAR

myOSIsoft & OSIsoft Customer Portal Why, What and When things will be changing

Presenter:

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Craig Torpey, Tech Support Group Lead, OSIsoft

February 27, 2019

OSIsoft®

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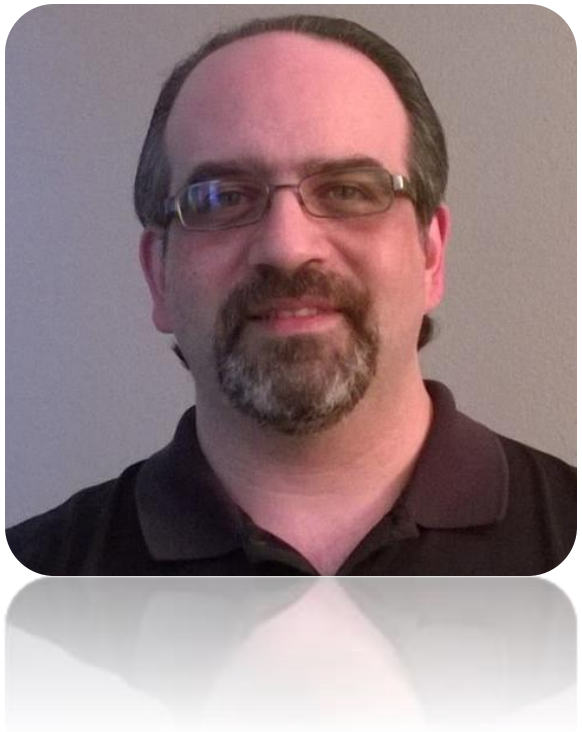
About Randy



- At OSIsoft since 2016. Currently the group lead for our customer success operations team.
- User of the PI software since 2000 originally as a controls engineer.
- Enterprise customer for 9 years prior to joining OSIsoft.

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World Class Support

40%
of all requests are resolved in less than one day

50k+
Cases handled by our support engineers in 2018

4.7
OSIsoft customers rate us **4.7/5 for support satisfaction**

Support is **available**

24 hours a day **7** days a week

world-wide from dedicated and highly trained employees.

from offices in **16** countries

and in **12** languages

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myOSIsoft

Your RECONSTRUCTED digital support experience IS COMING

OSIsoft has been talking about digital transformation for 38+ years. A major milestone of our own digital transformation will be unveiled

MARCH 4th, 2019

my.osisoft.com

Why Are We Doing This?

- Streamlined and efficient interactions
- Transparency and control
- Enable customers to self-serve
- Enhanced digital experience (opening doorways)

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OSIsoft Customer Portal

Online Support Case Creation & Management

Expanded Knowledge Base

Improved Search

More than just Support

Customized Homepage

Customer User Management

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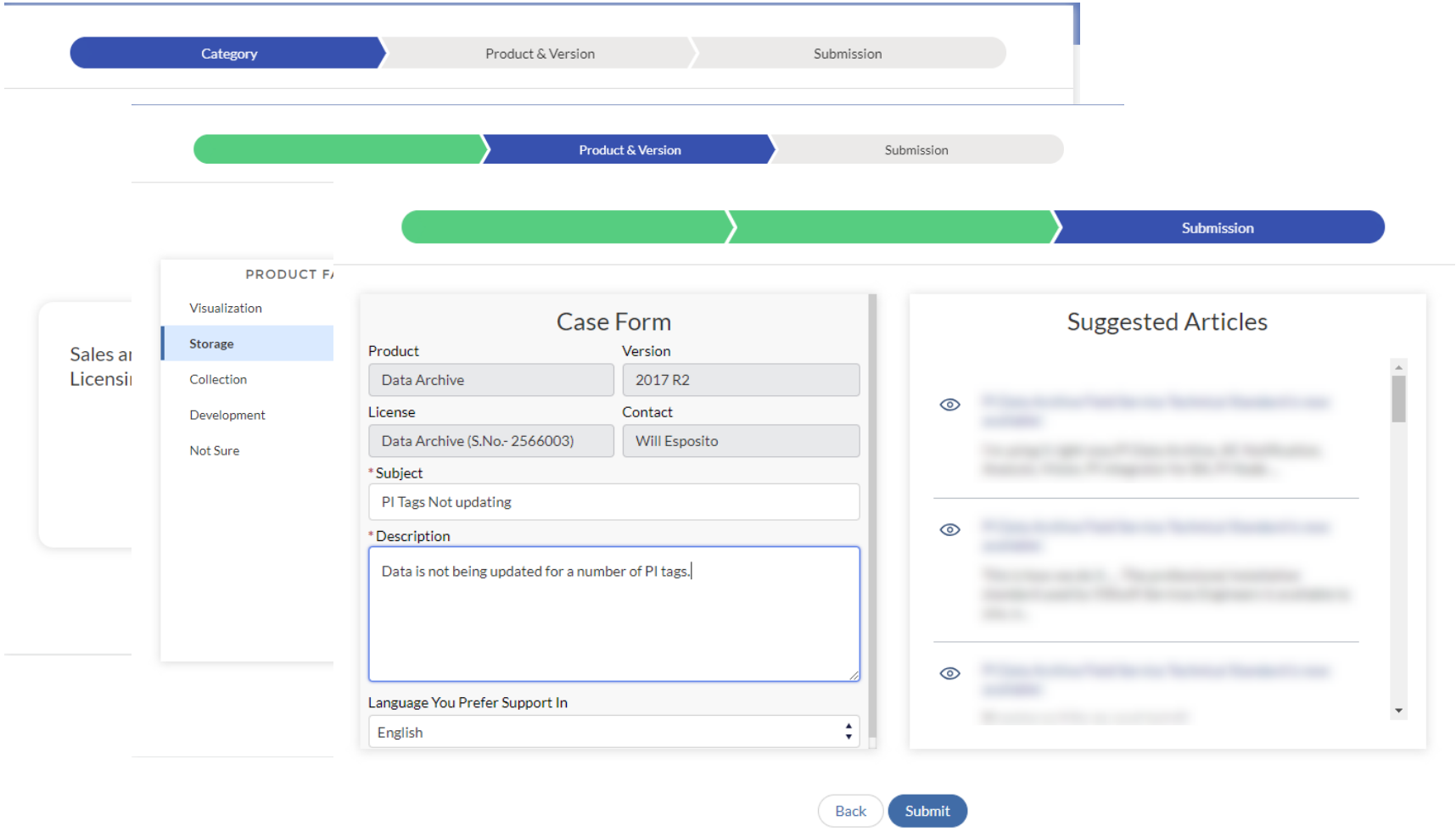
On-line Case Creation and Management



- Retiring email as a way to initiate a case
- More than just technical issues
- Information up front
- Smart solutions at your fingertips

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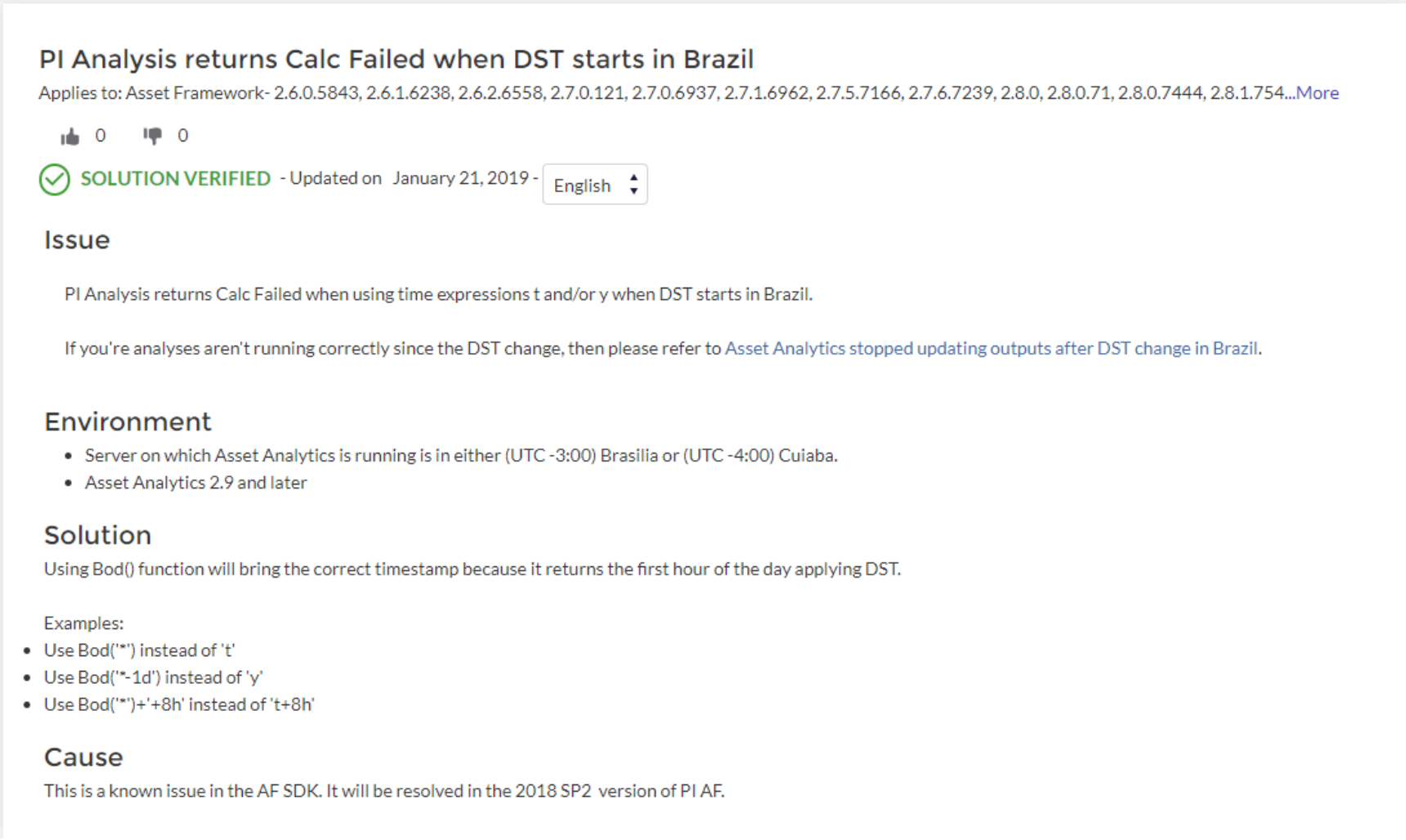
Expanded Knowledge Base



PI Analysis returns Calc Failed when DST starts in Brazil

Applies to: Asset Framework- 2.6.0.5843, 2.6.1.6238, 2.6.2.6558, 2.7.0.121, 2.7.0.6937, 2.7.1.6962, 2.7.5.7166, 2.7.6.7239, 2.8.0, 2.8.0.71, 2.8.0.7444, 2.8.1.754...More

0 0

SOLUTION VERIFIED - Updated on January 21, 2019 - English

Issue

PI Analysis returns Calc Failed when using time expressions t and/or y when DST starts in Brazil.

If you're analyses aren't running correctly since the DST change, then please refer to Asset Analytics stopped updating outputs after DST change in Brazil.

Environment

- Server on which Asset Analytics is running is in either (UTC -3:00) Brasilia or (UTC -4:00) Cuiaba.
- Asset Analytics 2.9 and later

Solution

Using Bod() function will bring the correct timestamp because it returns the first hour of the day applying DST.

Examples:

- Use Bod('*') instead of 't'
- Use Bod('*-1d') instead of 'y'
- Use Bod('*')+'+8h' instead of 't+8h'

Cause

This is a known issue in the AF SDK. It will be resolved in the 2018 SP2 version of PI AF.

- Simpler format
- Knowledge as part of the process
- More transparent knowledge base

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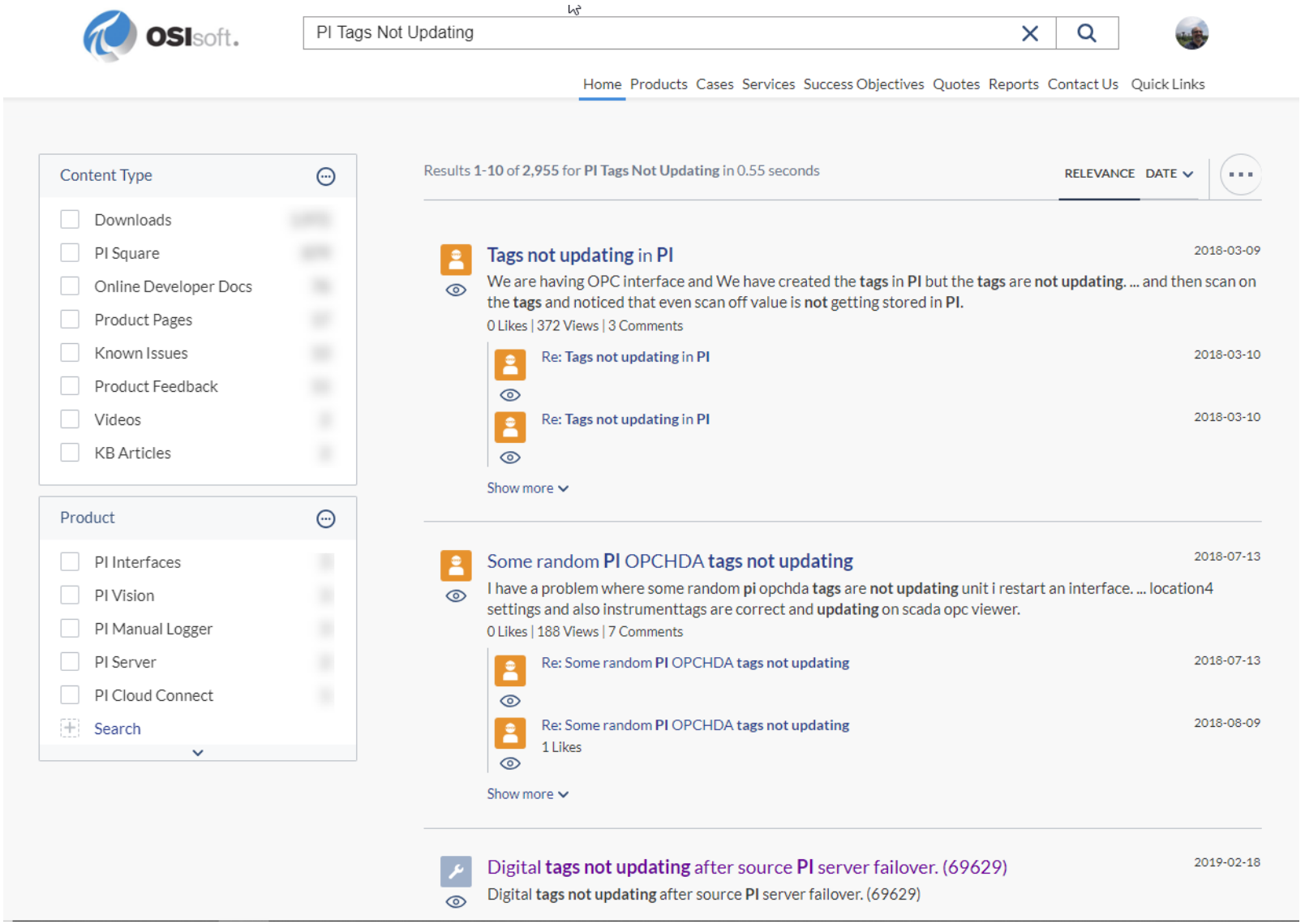
Enhanced Search



- Number one site feedback item
- Intelligent search engine
- Across OSIsoft resources

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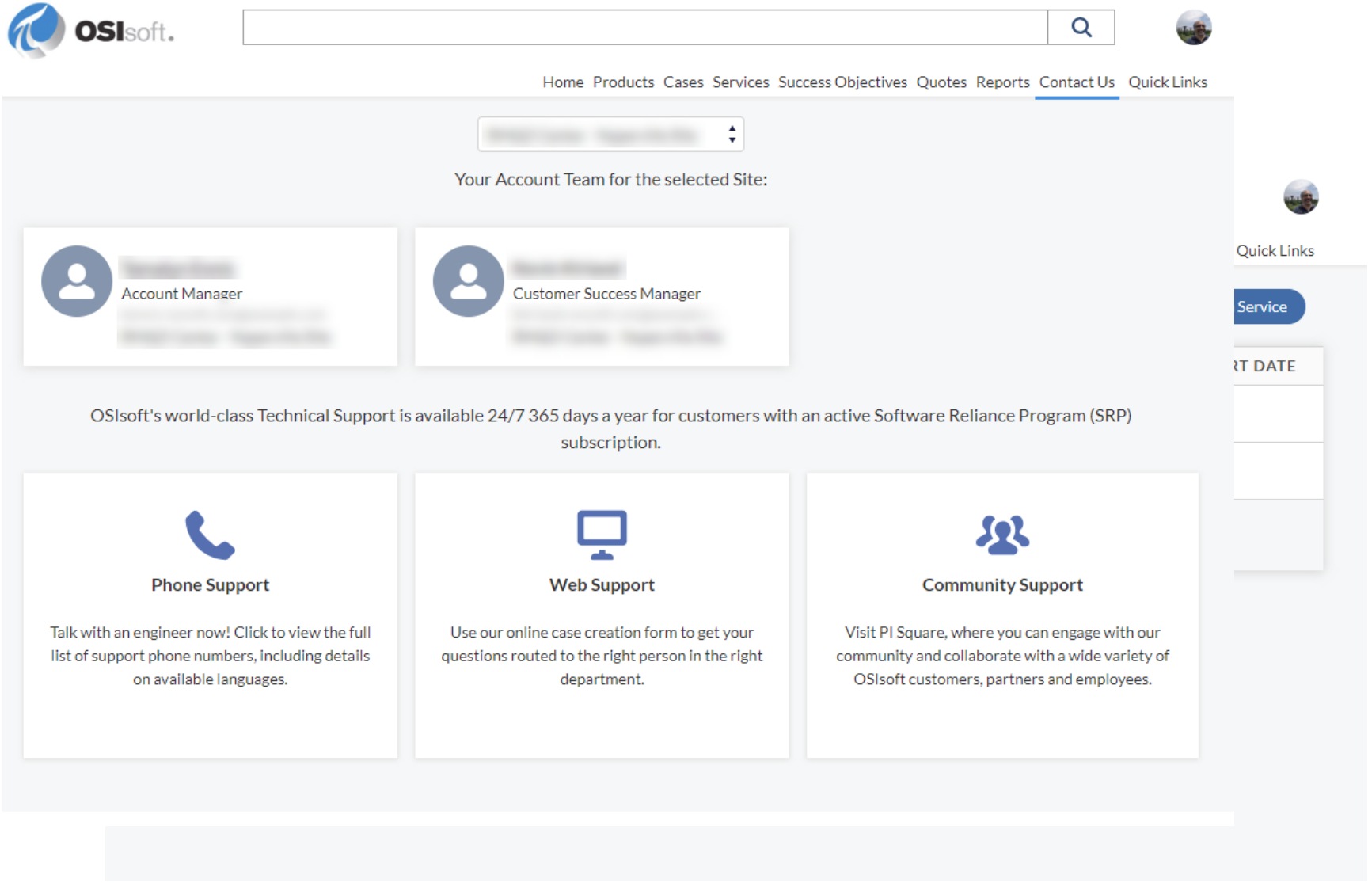
More than just Support



- More than just support cases
- Information Visibility
- Interactions with OSIsoft in one place.

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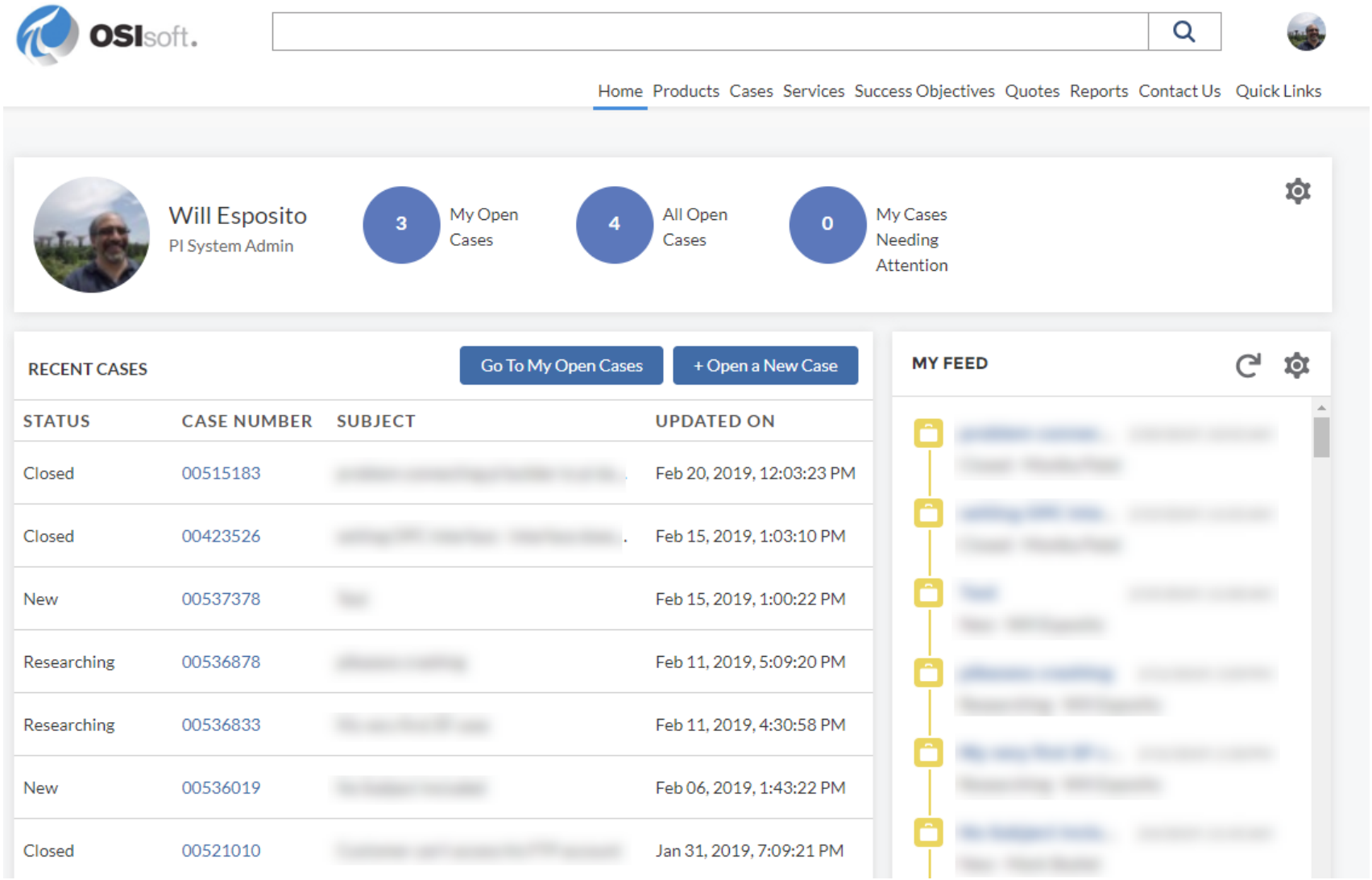
Customized Home Page



- Personalize, not one size fits all
- Things that are important to you
- Actionable information

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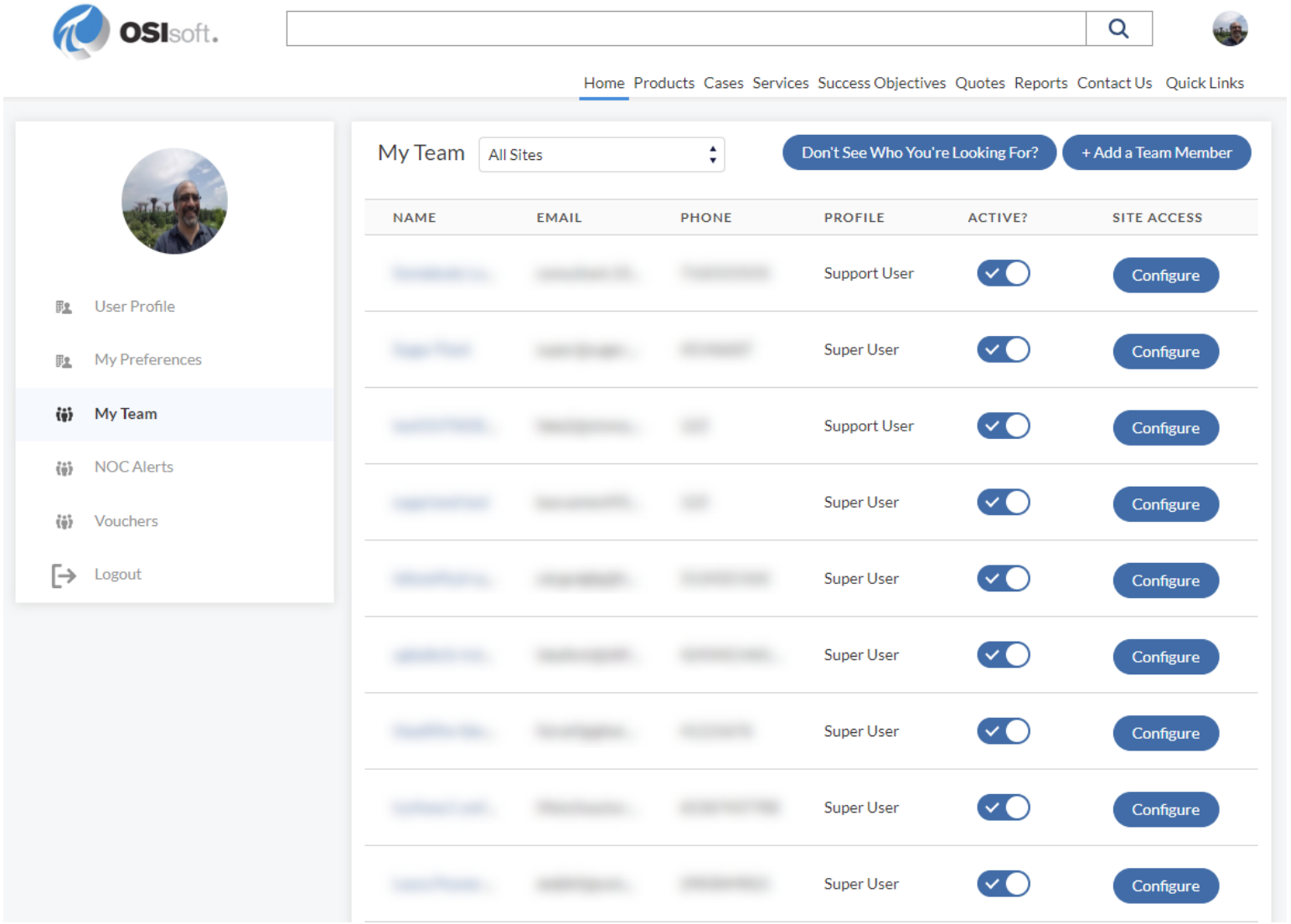
Customer User Management



- Visibility
- Control
- Simple user addition

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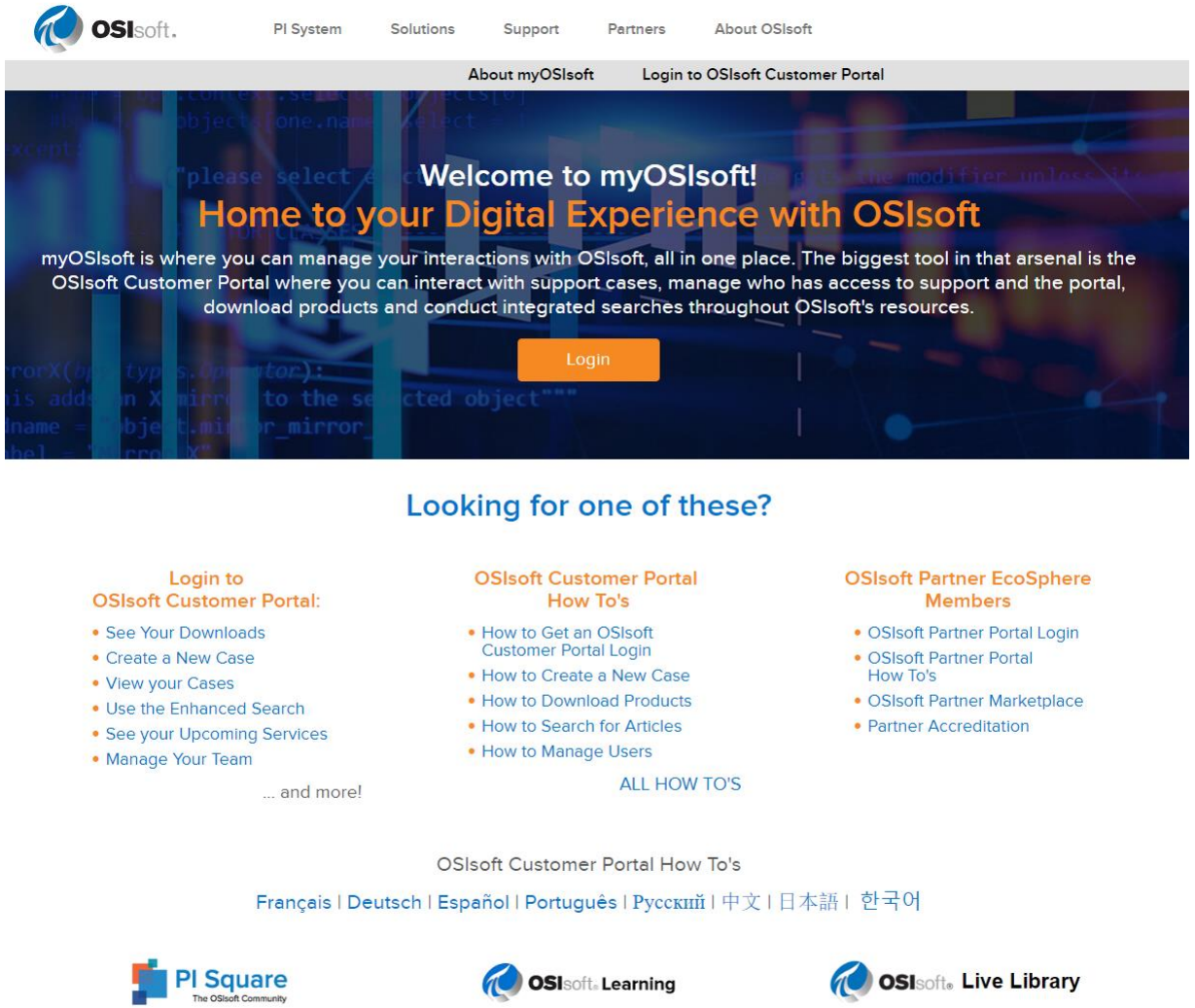
What's Available for March 4



- http://my.osisoft.com is the hub for all information and training materials
- If you have issues call us

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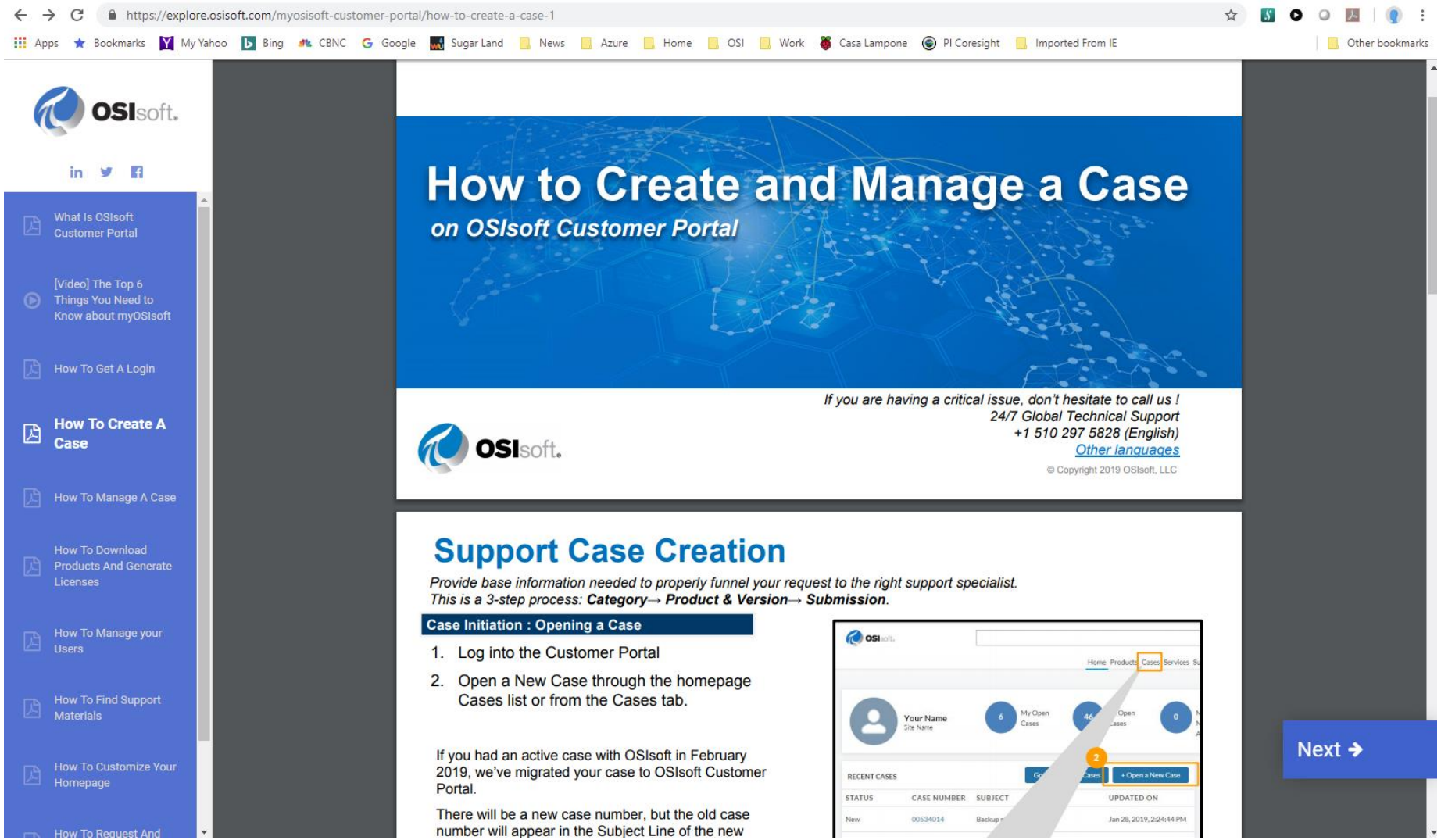
Training Materials



- Annotated walk throughs of tasks
- Translated into major languages
- Video walk throughs of key items

https://explore.osisoft.com/myosisoft-customer-portal

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Key Takeaways

- New OSIsoft Customer Portal Launches March 4.
- Not changing how we do support, enhancing your digital experience
- More information available to you at your fingertips
- Techsupport@osisoft.com succeed by the on-line case submission process
- Go to https://my.osisoft.com now for more information and after launch for training materials

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Questions and Answers

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OSIsoft.
PI World
SAN FRANCISCO / APRIL 8 - 12, 2019

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GRÀCIES
OBRIGADO
شكرا
DANKIE
TERIMA KASIH
DANKON
TANK
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ありがとうございました
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