

Operation & Optimization Software Global Support

Supporting your plant's performance



Schneider
Electric

Multi-Level Software Support

Operation & Optimization (O&O) Software Global Support offers multi-level support services to our customers. This formalized structure of support is designed to help you optimize your investment in your SCADA, MES and Historian software technology by providing high levels of technical expertise for mission-critical environments. Maintenance and Support Agreements are available to purchase with your software.

Gold	
Direct Access Support	Fast access via telephone, live chat, e-mail and Support Portal during normal business hours* to experienced Support Engineer professionals supported by a comprehensive lab where they can replicate a customer's configuration and reproduce issues experienced onsite.
Online Support Tools	A dedicated area of the Operation & Optimization software website (www.citect.com) gives you access to a range of support tools including: Support Portal, Live Chat, Toolbox, DriverWeb, Driver Discussion Forum, Authorization Code Generator.
Product Upgrades	O&O Software Global Support will provide notification of new releases and product upgrades (available for download). Support can assist and advise on appropriate planning and risk mitigation.
Driver Upgrades	Automatic product updates keep you at the forefront of technological advancements in drivers (available for download).
Service Packs	Support customers are advised of new service packs and are provided with links to download.
Emergency Support	Emergency software patches are provided via an intensified escalation process in situations where critical issues are impacting upon customer business operations.
Customer Service Request (CSR) Resolution Workflow	A rigid framework of issue prioritization and severity ensures an appropriate management process is applied to all your issues until resolution. Prioritization is based on industry best practice.
Online Knowledge Base (KB)	Support customers can access the KB anytime which can provide information that consistently delivers support services and resources to sustain customers' return on investment.
Security Advisory Service	Users may subscribe to the Knowledge Base (KB) under Security to receive RSS feeds whenever the KB is updated. O&O Software Global Support will provide proactive notification for any known security issues that affect the product, allowing customers to take immediate action to protect their systems.
The Insider Newsletter	Your source for the latest Support updates, new product information, technical tips and tools, The Insider is a bi-monthly newsletter distributed exclusively to customers in Support.

GoldPlus (all the above features +)	
Priority Telephone Support	24/7 priority access to the Support service via a dedicated telephone access point, minimizing the response process and optimizing resolution times. The service offers engineer call-outs at preferential rates.
Priority After Hours Telephone Response Commitment	Assurance of a 15 minute response commitment on calls placed 24/7.
Priority Customer Service Request (CSR) Resolution Workflow	Support calls not progressed within 15 minutes for critical severity issues by the first line support engineer are automatically escalated to a Senior Support Engineer. Support calls not progressed within one day for major and medium severity issues by the first line support engineer are escalated automatically to a Senior Support Engineer.

*Hours are 9am to 5pm, Monday to Friday, local time. Technical Support is provided in English only.

Support Services Overview

Gold Support

Gold Maintenance and Support is the standard support platform, providing a formal structure of application software support services.

A range of direct and self-help technical assistance options allows you to maintain optimum performance from your system, whilst automatic product updates keep you at the forefront of technological advancements.

GoldPlus Support

GoldPlus Maintenance and Support is a 24/7 extension to the Gold Support service and is differentiated by enhanced response and escalation commitments.

Enterprise Support

Enterprise Support Agreements can be set up to include any of the Support services. An Enterprise Support Agreement ensures a single point of management; common commercial terms and annual purchasing price reviews; multiple global sites are covered and additional sites can be covered at any time during the Support Agreement subject to a fee.

Specialty Driver Support

Specialty Driver Support is an add-on support service to Gold and GoldPlus Support. Specialty Driver Support is required for the following licensed drivers: Bailey, IEC870-5-104, Moscad and SemAPI.



Benefits at a Glance

- > Protect your investment
- > Assure the future of your system
- > Support provided by accredited engineers

Features at a Glance

- > State-of-the-art Virtual Engineer
- > eService tools including Knowledge Base, Product and User Forums, Online Help, SCADA Toolbox, Support Portal and Live Chat.
- > Automatic upgrades with version releases
- > 24/7 on-demand support for GoldPlus Support customers

SCP Certified

The O&O Software Global Support Centre, Sydney, Australia, is SCP (Service Capability & Performance) certified. SCP certification is part of a suite of service capability and performance standards designed to improve the quality and effectiveness of technology service operations.

SCP certification encompasses more than 100 business elements that define world-class technology support performance levels.



Best Practice Customer Service

Customer Satisfaction

Customer service is O&O Software Global Support's primary function. To provide you with best practice services, O&O Global Support undertakes regular surveys to gain valuable customer feedback on our support services. The O&O Software Global Support Centre has achieved overall improvements in customer satisfaction since the first survey in June 2004. The most recent independent customer support survey (July 2011) revealed an overall customer satisfaction rating of 97.7%.

Knowledge Sharing

We have extended our Knowledge Base suite which you can access via the O&O Software Global Support website www.citect.com or www.scada.schneider-electric.com. You can ensure you receive the latest news on all Knowledge Base topics by clicking on the RSS feed button that appears in the Articles header bar.

Certificate

A Support Services certificate will be awarded on purchase of Support (new or renewal). It provides you with the following information:

- Site ID
- Site name (company)
- Membership start date and expiry
- Level of support
- Channel Partner support (if applicable)

This information will be needed when you raise a Customer Service Request (CSR) or wish to log onto the O&O Software Global Support website.



Response Targets

GoldPlus Support telephone calls	80% of calls responded to in less than 30 seconds and are prioritized in queue
Gold Support telephone calls during coverage window	80% of calls responded to in less than 30 seconds with standard escalation
Email cases (CSRs) logged during coverage window	80% of cases responded to in less than 4 hours with standard escalation
Support portal cases (CSRs) logged during coverage window	80% of cases responded to in less than 4 hours with standard escalation
Support request form cases (CSRs) logged during coverage window	80% of cases responded to in less than 4 hours with standard escalation
Live Chat requests during coverage window	80% of chat requests responded to within 30 seconds

our most recent customer satisfaction rating is 97.7%



OVER 95%



“The Support website has a multitude of functionalities to meet your needs for downloading, keeping you informed via product alerts, RSS feeds, license upgrades, interactive & real-time knowledge base and toolbox. Keeping the website fresh, technically up-to-date and interesting are some of the aims of the Support team and we are continually reviewing the content and improving it”.

Karun Sukhwani, Customer Satisfaction Director, Schneider Electric

CSR Resolution

Customer Service Requests (CSRs)

Centralized Support ensures all logged Customer Service Requests (CSRs) follow the CSR Technical Resolution Workflow. A fully documented procedure, this model ensures all calls have a clear path to resolution, giving you updates at every stage. CSRs can be logged by telephone, Support Portal, fax and email. The recent addition of a Support Portal service allows you to manage, update and monitor the progress of your CSRs via the Internet.

Virtual Engineer

Virtual Engineer allows a Support Engineer to securely connect to your SCADA, MES or Historian system anywhere in the world, and cost effectively locate the cause of your issue. Improved response and resolution times have been documented since the implementation of this industry-standard authentication technology. This means your issues are dealt with quickly, minimizing any disruption to your business.

Technical Resolution Workflow	Support Engineer	Senior Support Engineer	Support Developers
Critical severity* GoldPlus customers	15 Minutes	Not able to be progressed within 1 business day and product defect suspected	Cases scheduled based on severity model**
Major & Medium severity* GoldPlus customers	Not able to be progressed within 1 day	Not able to be progressed within 3 business days and product defect suspected	Cases scheduled based on severity model**
Critical severity* Gold customers	Not able to be progressed in 2 hours	Not able to be progressed within 2 business days and product defect suspected	Cases scheduled based on severity model
Major & Medium severity* Gold customers	Not able to be progressed within 3 business days	Not able to be progressed within 4 business days and product defect suspected	Cases scheduled based on severity model

Additional Information

For Critical and Major severity cases, Account Managers and Support Management are informed of the case progression through the workflow. During case workflow, Support Developers and Support Engineers may consult the Product Development group and other resources.

*O&O Software Global Support will determine the severity of an issue by analyzing of the impact and urgency of a reported issue.

**GoldPlus customers receive additional priority in scheduling.

Online Support and Communication



Customers can access the new Live Chat feature through the O&O Global Software Support website (www.citect.com) A MyCitect account is required to log in.

Live Chat enables our customers to connect and chat online with O&O Global Support Engineers for quick answers to technical questions, trouble-shooting and issue resolution.



Support Portal

This is an online case management tool that allows customers to track all the cases they have logged with O&O Global Support in the one place.

eService Offerings

- ✓ Email Support
- ✓ Support Portal
- ✓ Live Chat
- ✓ Online Knowledge Base
- ✓ Online Help
- ✓ Online Forums
- ✓ Product Downloads
- ✓ Hotfix Downloads
- ✓ Service Pack Downloads
- ✓ Web-based Training (E-learning)
- ✓ Bi-monthly Newsletter



The Insider is a technical newsletter distributed exclusively to Support customers. The Insider contains the latest tools, Support news and FAQs. Subscribe by emailing inside.scada@au.schneider-electric.com



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