

System Administration and Support Service Offering

AVEVA PI System



Dear Customers and Partners,

At Optimate, we recognise that the value delivered through operational data solutions does not end at commissioning.

As a trusted AVEVA PI System partner, we offer a full-service support model which optimises system availability and data quality in cost effective and flexible manner.

Our coordinated team from Brisbane, Sydney, Perth, Melbourne and Pune offers a range of business hour and 24x7 support services at highly competitive rates.

We welcome the opportunity to discuss further and tailor our support offering the needs of your business.

Kind regards,

Mark Darlington

CEO

About Us

For over 25 years Optimate has been a leading consultancy and integration company in the field of operational data.

Optimate integrates and combines operational, real-time data from contrasting sources into meaningful and valuable end-user information.

Our services cover the end-to-end path of Operational Data, from Process Control & IOT, Integration & Storage, Context & Quality to finally Information & Insight. This places reliable trusted data in the hands of stakeholders allowing them to generate ground-breaking insights instead of fixing integration and quality issues.

Our skills and experience have been recognized across multiple industries, inside Australia and abroad. These award-winning solutions are also a result of how we work and execute against our values of Accountability, Collaboration, Trust and Transparency.

If you have operational data, you can trust Optimate to enable operational intelligence.

www.optimate.net.au

Approach

Optimate tailors the support process to align with your business

Support services can be integrated into your existing IT support processes.

- This enables seamless dispatch between various resolver groups, both inside the organisation and with other support partners.
- Typically our team is onboarded onto the internal IT service management system as Level 2 or Level 3 support agents

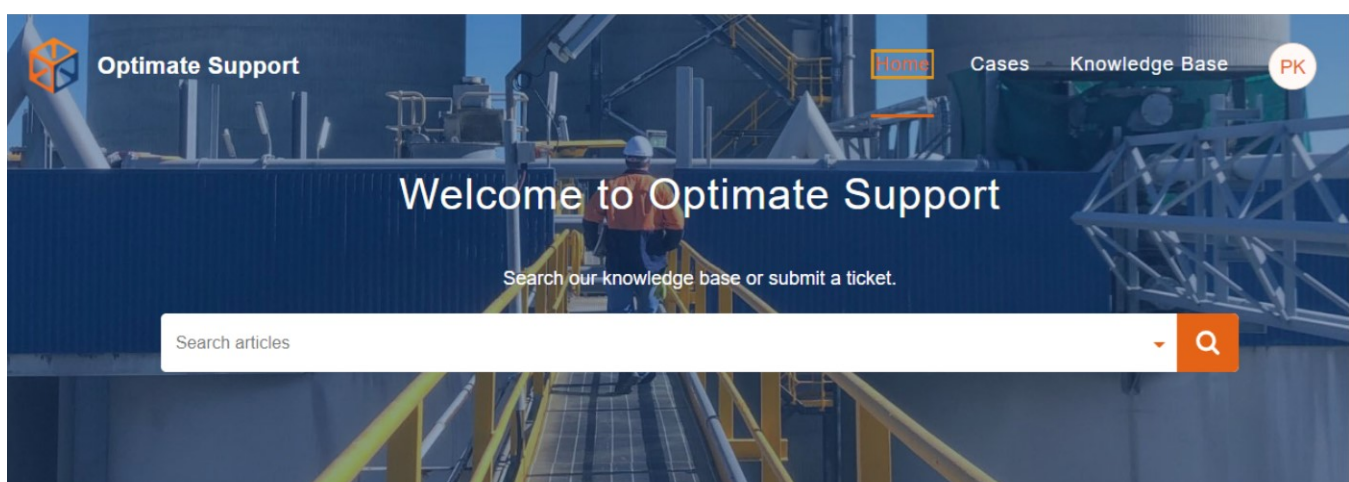
Alternatively, Optimate also provides a stand-alone support process

- A secure, ticketed support portal is provided via the Zoho service management platform
- Requests can be raised via email, web portal or via a dedicated phone number
- End users can view the progress of open tickets
- Internal power users have access to a knowledge base of system specific configurations, known issues and established solutions

Transparency and proactiveness around service health allows for early intervention

Regular reporting and review meetings provide oversight of the PI system

- Optimate will provide a status report, typically on a weekly basis, encompassing project updates, status of service tickets and any emerging issues which may be mitigated
- Monthly support meetings allow for deeper discussion around critical tickets and systemic issues and oversight of where support hours are being utilised, to ensure alignment with business priorities



Knowledge Base



Tickets

Optimate's Team

A diverse team with a broad range of industry and technology experience

Optimate's support model provides unique value through our blended team; located within Perth, Sydney, Melbourne and Brisbane, Australia and Pune, India

- The geographic diversity of our team offers increased flexibility to our customers through broader business hour coverage and accelerated resourcing to meet changes in demand
- Optimate's offshore support rates are highly competitive, whilst still offering access to a highly experienced team of PI professionals
- Our Perth, Sydney, Melbourne and Brisbane based engineers enable face-to-face discussions and on-site support Australia wide



Optimate are experts at all aspects of the PI system

- Optimate's PI engineers average 8+ years experience in design, deployment and support of PI systems, interfaces/connectors/adapters and PI Vision
- Our Senior and Principal engineers are accredited by AVEVA (PI System Infrastructure Specialist/PI System Installation Specialist)



Support Service offerings

Optimate provides three PI support base services:

- Business Hours Support and 24*7 Support cover the same scope and only differ in service hours.
- Critical Support provides expert remediation support for major incidents only.

All base services are offered as either a fixed number of tickets, per severity category per year, or as a fixed number of support hours, per severity category per year.

<h3>BUSINESS HRS</h3> <p>End-to-end support across your PI system and operational data platform, including displays, target data feeds, source data feeds and calculations.</p> <p>Service hours 8AM – 6PM (AWST to AEST) Response time: up to 30 minutes*</p>	<h3>24*7</h3> <p>24*7 end-to-end support across your PI system and operational data platform, including displays, target data feeds source data feeds and calculations.</p> <p>Service hours 24*7 Response time: up to 30 minutes*</p>	<h3>CRITICAL</h3> <p>Expert, level 3 support across your PI system and operational data platform for critical components</p> <p>Service hours 24*7 MAJOR incidents Response time: up to 30 minutes*</p>
<h4>USE PATTERN</h4> <p>Organisations that want PI SME's to focus on benefits realisation & capability building without being distracted by day-to-day support and management of a system</p> <p>Organisations that don't require the PI system 24*7 (eg data analysis, planning, root cause analysis, situational awareness for business hour operations)</p>	<h4>USE PATTERN</h4> <p>Organisations that rely on the PI system to support 24*7 or critical processes, eg energy trading, key real-time visualisation, operations decision support</p> <p>Organisations that want PI SME's to focus on benefits realisation & capability building without being distracted by day-to-day support and management of a system</p>	<h4>USE PATTERN</h4> <p>Organisations that have PI capability for most day-to-day issues but need expert incident remediation in case of critical issues</p> <p>Organisations that rely on the processes, eg energy trading, key real-time visualisation, operations decision support</p>
<p>Service Desk**</p> <p>Break-fix</p> <p>Response to system alerts</p> <p>Operational requests</p> <p>Monthly reporting</p> <p>Service Management</p>	<p>Service Desk**</p> <p>Break-fix</p> <p>Response to system alerts</p> <p>Operational requests</p> <p>Monthly reporting</p> <p>Service Management</p>	<p>Service Desk**</p> <p>Break-fix MAJOR incidents</p>
<p>ADD-ON</p> <p>System health monitoring</p> <p>Weekly & Monthly system health analysis & recommendations</p>	<p>ADD-ON</p> <p>System health monitoring</p> <p>Weekly & Monthly system health analysis & recommendations</p>	<p>ADD-ON</p> <p>System health monitoring</p> <p>Weekly & Monthly system health analysis & recommendations</p>

*Response Time depends on criticality.

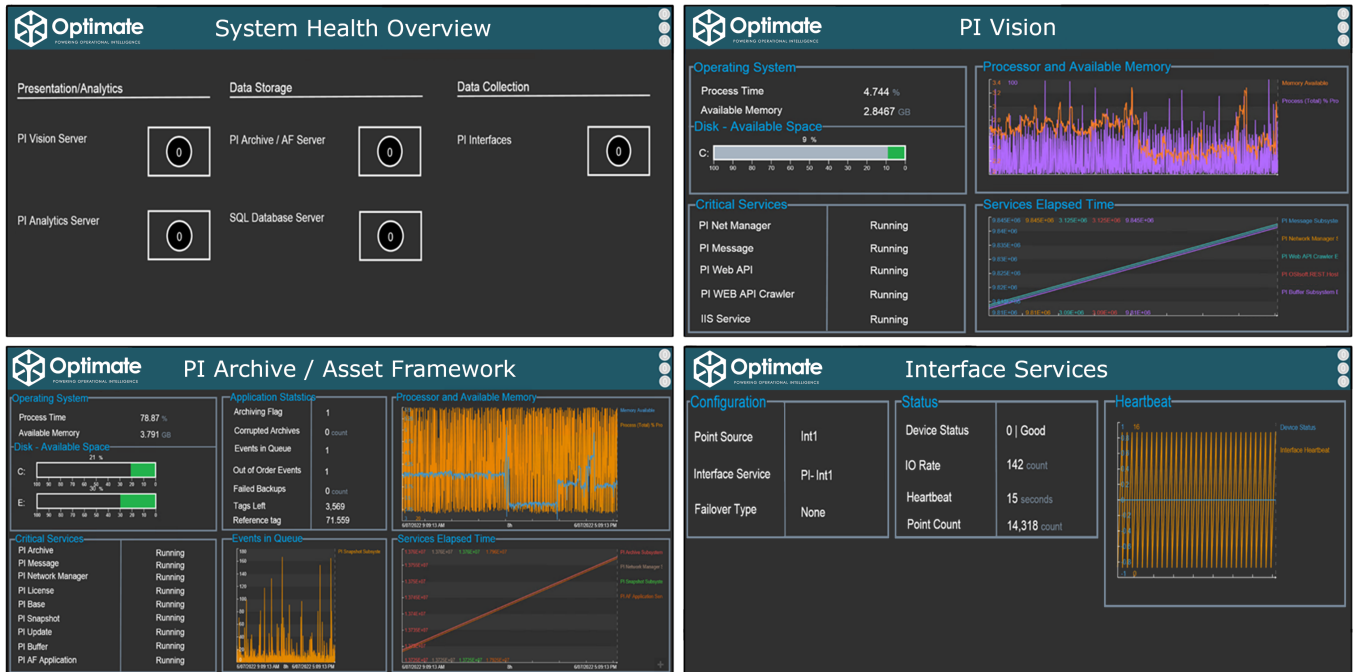
**Service desk for PI related issues only, integrated into existing IT or OT parent support processes

Value opportunities

System health monitoring and automated alerts

Optimate's PI system health monitoring solution proactively alerts the support team as issues emerge and accelerates diagnosis and rectification

- This is an off-the-shelf solution provided by Optimate which leverages PI Vision and internal health points via a scalable, templated model, configured to your PI system architecture



Seamless coordination between support and project teams

Optimate's project engineers augment the support team to unlock a range of continuous improvement and value add opportunities

- Operational data architecture – aligning the PI system with enterprise architecture and strategy
- Development of PI Vision dashboards
- Integration with new operational technology source systems
- System expansion, server migration and uplift
- Cyber security and PI access management review
- PI system integration with Business intelligence, reporting, analytics services and cloud

Contact

For further information on Optimate's PI support offerings, or our other services, please contact your Optimate account manager, or:

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