



Advantage Service Plans

For Modicon PAC/PLC Platforms & EcoStruxure Hybrid DCS

Flexible support that reduces the risk of downtime,
improves maintenance budgeting and extends asset life

schneider-electric.com/processautomation

Life Is On

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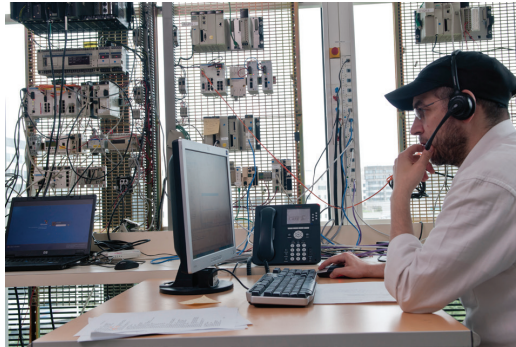
For Industrial Operators, operating and maintaining increasingly complex Industrial Automation assets can be a challenge, especially with ever-increasing constraints on budget and available skills.

Our Advantage Service Plans help to overcome these challenges, while fitting within your constraints. With a carefully chosen set of support and service deliverables, you will receive the best of our expertise and capabilities to supplement your efforts in reducing downtime, enhancing personnel productivity and maximizing asset life. Its scalability and modularity ensure you have the flexibility to tailor the plan to suit your specific needs.

Features:

- Services that bring our capabilities and the latest software enhancements.
- Choice of plans with services included.
- Optional services for further customization.
- Scalable from Simple to Complex architectures.

Our Capabilities include:



Fourteen well-equipped advanced technical support centers around the world

Cybersecurity expertise:

Industry Specific knowledge: ISA99/IEC62443 – Cybersecurity Specialist

Holistic Knowledge: (ISC)2 CISSP, ISACA CISM

Auditing: ISACA CISA, ISO27001 Lead Auditor

Certified Ethical Hacking (CEH): EC Council

Certified Penetration Tester (Offensive Security)

Team of Vendor Agnostic IT/OT Experts.

What our customers are saying:



“The tech that I was talking to was very knowledgeable, and he knew exactly what I was looking for, really before I even described my problem.”

– Town of Gilbert

“Every time I call, the person that I am dealing with is very experienced, and they typically answer my question in that one response. I don't have to call back, I don't have to continue on with it.”

– City of Phoenix

Plans & Options:

Deliverables	Plus	Prime	Service Description
Included Services			
Technical Phone Support	NBH	NBH	Ensures your specific problem gets the right level of attention, for the right resolution and at the right priority, through: <ul style="list-style-type: none"> • Priority technical assistance within Normal Business Hours (NBH) • Backed up by a team of Schneider Electric's Global Experts and R&D
Support Portal	✓	✓	Self-assist support portal to help you make the most of your system with: <ul style="list-style-type: none"> • Searchable Knowledge base of technical FAQs & resolutions. • Readily available product documentation. • Software downloads.
Software Entitlements	✓	✓	Keep your software updated to take advantage of its latest enhancements, while keeping pace with Microsoft Windows evolutions. Included are: <ul style="list-style-type: none"> • Access to major & minor versions of software products covered. • Any applicable license updates. • License to Standard Edition of Unity to M580 Application Converter (UMAC).
Lifecycle Report / Notifications	✓	✓	To keep your overall system current and maximise its life, a critical input is to know its current life-cycle status. With Advantage Service Plan, you are assured that we will keep you updated on this for Modicon platforms.
Root-cause analysis of Hardware Failures		✓	Sometimes, to find a permanent resolution, it's important to understand the root cause of repeated hardware failures. This analysis includes diagnosis up to component level by experts at our factory, and a report with findings and recommendations.
Online Certification Tests		✓	Helping you better manage competencies with assessments of available knowledge on our systems and benchmark the same with peers. Included are Online tests & assessment reports.
Optional Services*			
Block of Support Hours			This optional service is a flexible 40 hour block of time based technical assistance services, that can be used for Training, Trouble-shooting assistance, Engineering assistance related to testing and start-up or modernization projects.
Modernisation Support			This optional service helps mitigate the risks associated with modernisation projects, with its included 8 hours of technical assistance services for legacy application conversion and hardware upgrade.
Cybersecurity assessment			Today, Cybersecurity threats are an increasing cause for downtime. With this optional service, leverage our vendor agnostic team of IT & OT experts, to determine your plant's current Cybersecurity baseline and any applicable remediation plan.
Spare Parts Management			Helping you to better manage your spares inventory, with this option we shall store required spare parts in our premises, to cover your needs, and supply them as necessary and agreed.

* Subject to confirmation by your local Schneider Electric office

Products & Systems supported:

- Modicon PAC / PLC Platforms programmed with EcoStruxure Control Expert or Legacy (Concept, Proworx 32 and PL-7) Software
- EcoStruxure Hybrid DCS System (formerly PlantStruxure PES)



Modicon PAC/PLC Platforms



EcoStruxure Control Expert Software (formerly known as Unity Pro)



EcoStruxure Hybrid DCS (formerly PlantStruxure PES)

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Contact your local Schneider Electric representative or
channel partner to learn more.
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Schneider Electric Industries SAS
35, rue Joseph Monier - CS 30323
F92506 Rueil-Malmaison Cedex