Optimize your automation system and engineering investment

Customer FIRST for EcoStruxure™ – Triconex®

Gain access to high-quality support, hardware and software maintenance, and life cycle services.

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Your investment in Schneider Electric is about more than the technology. It's about achieving and maintaining peak performance at your plant and evolving your systems in line with your business needs. Your success depends on the right resources and technology within your organization, Schneider Electric as your trusted partner, and a formal framework to help you achieve exceptional business results.

In addition to a robust and reliable control and safety system, you need access to resources that are both visionaries and technical experts to minimize risks, maximize returns, and achieve value realization.

Providing solutions to more than 200,000 plants and facilities worldwide, Schneider Electric is committed to helping you be more agile, efficient, effective, and competitive with outstanding, innovative open systems and world-class support and services. The Customer FIRST program illustrates this commitment well, with a rich portfolio of essential services to help you protect and extend the value of your investment in Schneider Electric™ products and solutions.

Why Customer FIRST?

The Customer FIRST program formalizes your service and support relationship with Schneider Electric through a Customer FIRST Agreement and provides an assortment of service entitlements designed to maintain and optimize the performance of your control and safety system through its system life cycle.

Additionally, Customer FIRST provides access to highly skilled resources at your fingertips to help remedy any technical issues that you experience as you adjust, fine tune, and upgrade your system. Above all, it's a customer-focused services and support program structured to help you:

• Protect critical investments by effectively maintaining hardware and software systems
• Maximize asset performance by reducing downtime and increasing performance levels
• Reduce total cost of ownership through innovative discounts and flexible funding options
• Improve operational performance by leveraging Schneider Electric resources to drive added value and maximize system utilization

Customer FIRST provides you with comprehensive services and flexible options to choose the exact program to suit your business needs whether you are planning a new installation; operating, optimizing, and fine tuning the performance of a mature system; preparing for a major upgrade; or evolving your system with the latest software and hardware updates.

Choose a program level and options that best suit your business needs.

Whether Elite, Premium, Standard, or Primary, select a level based on your resources, their knowledge levels, and the complexity of your system.

Consider the following questions to determine which level of Customer FIRST is most appropriate for you:

Questions to consider	Customer FIRST answers
How quickly can you identify a system (or software) issue if an unexpected malfunction occurs? Can you quickly trouble shoot and resolve issues?	Technical support phone access
Do you have experts in-house around the clock?	24/7 technical support phone access
Do you want potential production problems detected and corrected before they become critical?	RemoteWatch service
How do you keep pace economically with current technology and avoid obsolescence?	Advantage upgrade program discount
Can you benefit from a single Schneider Electric point of contact for technology-related questions and coordination of issue management and problem resolution?	Technical account management team
Are maintenance and training costs difficult to budget?	Flexible funding
How quickly do you require corrective assistance?	Four-hour en route response commitment – On-site corrective assistance
How secure are you against cybersecurity threats?	Customer FIRST cybersecurity program
How confident are you that you have proper critical spares on hand when you need them?	Parts management
Could you use a Schneider Electric system expert to augment your engineering staff?	Resident engineer

Enable plant resources to contribute additional value to your company by focusing on their day-to-day jobs instead of troubleshooting issues that Customer FIRST can help address. Our services are designed to optimize your Schneider Electric system and to maximize the uptime of your production.

The Customer FIRST program also offers the flexibility to tailor your support and services to the specific needs of your business by layering optional services on top of your core program level.

Included Services	Primary	Standard	Premium	Elite	Definition
Core Support and Services					Definition
Technical Support Access	NBH	NBH	24/7	24/7	Access to expert technical assistance
Global Customer Support Website Access	♦	♦	♦	♦	Access to extensive knowledgebase of technical user documentation, issue solutions and Customer Advisories.
EcoStruxure™ Facility Expert Mobile App	♦	♦	♦	♦	Our Facility Expert Digital Logbook app helps you utilize and realize value from your support agreement with digital access to reports and maintenance plan.
En route response commitment for Billable Onsite Corrective Assistance*	NBD	NBD	24 hours	4 hours	Support representative will be dispatched within defined timeframe to provide onsite corrective assistance.
Software Maintenance Releases, Service Packs, Patches and Updates	♦	♦	♦	♦	Stay current with the latest updates and fixes.
Lifecycle Assessment and Upgrade Planning Roadmap	♦	♦	♦	♦	Understand the product lifecycle status of your system's hardware components and software, and plan for the future.
Support Usage and Summary Report	♦	♦	♦	♦	Summary report of your support activity will be provided periodically.
Module Exchange/Reserve Program		Reserve	Exchange	Exchange	Quickly exchange malfunctioning components with equipment from Schneider Electric's refurbished materials inventory.
Software Version Upgrades and Revisions**		♦	♦	♦	Run the latest versions of your software and access the latest functional enhancements.
Preventive Maintenance Site Visits (per year)			1	2	Onsite physical inspection of equipment, review software maintenance releases, fixes, product alerts and customer advisories, and open case status.
System Asset Viewer			♦	♦	Access to installed system components inventory, physical and data topology, product lifecycle status, sofware updates, and troubleshooting tools.
Customer FIRST Program Review (per year)			1	2	Review the utilization and value you derive from your support agreement with your sales representative.
Services and Material Discounts					
Advantage Discount Program	50%	50%	50%	50%	A substantial discount for upgrades is provided to Advantage Upgrade customers when eligible older technology units are returned to Schneider Electric.
Site Support Services	5%	10%	10%	15%	A discount on labor is applied when Schneider Electric's Field System Engineer expertise augments your staff on simple-to-complex engineering problems.
Digital Learning Services ****	10%	12%	15%	18%	A discount on E-learning or Web-Based Training (WBT), Virtual Instructor Led Training (VILT) and Virtual Coaching delivered online.
Classic Learning Services ****		10%	12%	15%	A discount on standard Classroom Instructor Led Training (CILT) delivered at SE Training Centre or customer site.
MEP/MRP Parts		43%	43%	43%	A significant discount is applied to refurbished equipment price, in exchange for your malfunctioning component. MEP/MRP policy applies.
Consulting Services		10%	10%	20%	Manage complex migrations, optimize the performance of existing assets, conduct routine performance assessments and deploy new product.
Spares		10%	10%	10%	A discount will be applied when you purchase new material that will be stored and managed as spare inventory at your site.
Test and Offline Development System Licenses			50%	50%	A significant discount is provided when you purchase additional licenses for application testing.

NBD: Next Business Day
NBH: Normal Business Hours
† Additional conditions apply. Your sales person can advise you.
* where available
** exclude labor and hardware, additional conditions apply.
*** Preventive Maintenance Site Visit is prerequisite.
**** All discounts on current List Price only. Certification courses not included.

Included Services	Primary	Standard	Premium	Elite	
Additional Benefits: Minimum Contract Spend Required†					
Technical Account Management Team			♦	♦	A dedicated senior level Technical Account Management team will ensure that your concerns receive top priority.
Block of Site Support Services Included			16 hrs	24 hrs	Provides a block of discounted-rate labor hours devoted to Site Support Services.
Block of Consulting Services Included			16 hrs	24 hrs	Provides a block of discounted-rate labor hours devoted to Consulting Services.
Cybersecurity Readiness Workshop				♦	Review your cybersecurity technology and procedures with Schneider Electric's experts to help identify potential gaps and create a remediation plan.
Optional Services					
Flexible Funding (Services, Material, Modernization)	♦	♦	♦	♦	Embed funds into your Customer FIRST Program for labor-based services and materials, for usage during your agreement term.
Training Growth Fund	♦	♦	♦	♦	Embed funds into your Customer FIRST Program for Schneider Electric training services, for usage during your agreement term.
Modernization and Migration Planning	♦	♦	♦	♦	Schneider Electric will help you develop a detailed material and execution plan to modernize your system to current technology.
Emergency 24-Hour Technical Support (24/7/365)	♦	♦	Included	Included	Cover technical support outside of normal business hours, provided on an emergency basis, under your Customer FIRST Agreement.
Software Version Upgrades and Revisions**	♦	Included	Included	Included	Run the latest versions of your software and access the latest functional enhancements
Parts Management	♦	♦	♦	♦	On-site or off-site inventory management of selected critical spares.
System File Maintenance Evaluation Report	♦	♦	Included	Included	Identification and mitigation or prevention of anomalies that may otherwise potentially result in a failure in process or equipment
Preventive Maintenance - Additional site visits per year	♦	♦	♦	♦	Purchase additional days devoted to onsite Preventive Maintenance Visits.
4 Hours en route response commitment for Onsite Corrective Assistance*	♦	♦	♦	Included	Technical support expert will be dispatched to your site within four (4) hours of your request.
Onsite Corrective Assistance - Labor Cost Inclusive	♦	♦	♦	♦	Corrective assistance services covered over the course of your contract.
MEP/MRP - Material Cost Inclusive		♦	♦	♦	MEP/MRP coverage over the course of your contract.

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Optional Advanced/Managed Services	Definition
Cybersecurity Maintenance Program*	Receive subject matter expert technical support plus quarterly and annual site visits for covered products and applications.
Cybersecurity Update Services*	Automated transfer of Windows patch metadata and Endpoint Protection updates via a secure, authenticated and encrypted connection to an onsite server for distribution to various control systems.
Cybersecurity Assessment*	Benefit from a comprehensive technical site review of your control network infrastructure to enable informed budgetary and technology decisions.
EcoStruxure System Advisor**	Extend Customer FIRST support coverage to System Advisor software; Includes technical support, software maintenance/revision releases and version upgrades.
Alarm Management Assessment*	An Alarm Managment expert will assess, document and benchmark Alarm Management system performance against best practices and standards.
Safety Lifecycle Assessment*	A comprehensive technical site review of your safety systems will identify gaps, recommend remedial actions, and help facilitate informed budgetary and technology decisions.
Turbomachinery Controls Service Program	The Customer FIRST Program for Turbomachinery includes technical support, onsite service plus consultation and lifecycle reports.
Custom Application Support	Access to Schneider Electric's technical experts for the specific customized software applications in use at your facility.
Resident Engineer	Augment your technical staff with a skilled Schneider Electric engineer resident at your plant to help you achieve your operational goals.
Application Clone	Utilize application cloning solutions to better manage your applications, and expedite technical support issues resolution.

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