

Planning matters

Customer FIRST Lifecycle Management

Service at a glance

Strategizing and planning the replacement of legacy and automation assets installed throughout your organization can be laborious and resource intensive.

Schneider Electric Lifecycle Management Services provide the best upgrade strategy to keep your enterprise operating at peak performance and will help you:

- Reduce maintenance costs
- Upgrade to new technology
- Mitigate risks associated with obsolescence
- Meet new business needs not supported by the current system

Looking ahead

As products age, repair or replacement becomes more difficult to accomplish. While individual components change over time, the total automation system never goes out of date and evolves component by component as business needs change. Asset lifecycle management leverages the capacity of an existing automation investment, simplifying the integration of new technology and reducing maintenance costs. It is vital to identify key lifecycle stages and processes that must be managed to avoid obsolescence.

Schneider Electric's Customer FIRST Lifecycle Management Services keep you abreast of the lifecycle status of your automation assets. They also ensure backward compatibility across generations of assets and provide a roadmap to a holistic view of future developments.

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Managing the automation lifecycle

Annual lifecycle assessment report

Schneider Electric will help you track the lifecycle status of all the installed products in your plant. The Annual Lifecycle Assessment Report provides valuable information via lifecycle charts and high-level drawings that show current system topology or architecture. This report is developed using our System Asset Viewer application to access your site's system configuration data, which is stored on the GCS website. A Schneider Electric representative will review this information with you to address any identified system maintenance issues and recommend a course of action.

Upgrade planning roadmap

Schneider Electric will collaborate with your staff to identify a logical progression for the potential upgrade of Schneider Electric equipment to Preferred (current) phase products. Building on the Lifecycle Assessment Report, this high-level upgrade roadmap will facilitate effective short and long term upgrade planning decisions. It will be updated annually, and may be used as the foundation for optional upgrade and migration planning.

Upgrade and migration planning

Schneider Electric will partner with you to strategize replacement of legacy or competitive systems with current Schneider Electric technology. Building on the Upgrade Planning Roadmap, your upgrade/migration plan may include delivery of system configuration drawings, specific upgrade plans, and timeline documentation. The deliverable is a detailed executable plan with sufficient engineering detail to prepare a bid request.

Key features

- Cradle-to-grave support detailed by product phase
- Periodic updates keep systems continuously current, reducing maintenance and obsolescence issues
- Advantage Upgrade programs provide significant discounts when exchanging older equipment
- One policy across all product lines reduces complexity for our customers
- Multiple product lines can be included in one Customer FIRST Service Agreement
- A defined set of deliverables throughout the program tenure:
 - Product line specific lifecycle customer guides
 - Roadmap for planning future investments
 - Phase documents that identify product transitions through their lifecycle (including site-specific identification) demonstrated graphically
 - Compatibility model that preserves intellectual property, and removes barriers to selective upgrades

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Return on upgrade investments

- Tracks lifecycle status for each managed asset in your plant
- Enables you to establish an automation roadmap, leading to either an upgrade or a complete migration
- Upgrades reduce your risk of owning and operating older systems with higher mean time to repair (MTTR) and mean time between failures (MTBF)
- Reduces cost of spare parts and upgrade pricing with Customer FIRST membership
- Provides years of advance notice, thus, reducing the unpredictability of equipment retirement
- Provides flexibility to fund modernization, reduce capital investment and out-of-pocket costs; is available either as a project or a service, while protecting your intellectual property investment.
- Provides guaranteed minimum hardware repair durations for products that are withdrawn from sale
- Provides upgrade/migration planning that allows you to take advantage of unplanned shutdowns to perform improvements
- Enables repair/replacement using Module Exchange Program or Spare Parts Management Program as part of Customer FIRST

Get unmatched advantages

Schneider Electric's commitment to providing continuously current systems differentiates us from other automation vendors. This enables our customers to move to newer technologies, thus, improving overall asset performance and reducing downtime; all without significant disruption, re-design, recertification and extensive costs associated with the 'rip out and replace' strategy offered by competitors.

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