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.

se.com/processautomation
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:

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

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.

<table>
<thead>
<tr>
<th>Included Services</th>
<th>Primary</th>
<th>Standard</th>
<th>Premium</th>
<th>Elite</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Core Support and Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Technical Support Access</td>
<td>NBH</td>
<td>NBH</td>
<td>24/7</td>
<td>24/7</td>
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<tr>
<td>Global Customer Support Website Access</td>
<td></td>
<td></td>
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<tr>
<td>EcoStruxure™ Facility Expert Mobile App</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>En route response commitment for Billable Onsite Corrective Assistance*</td>
<td>NBD</td>
<td>NBD</td>
<td>24 hours</td>
<td>4 hours</td>
</tr>
<tr>
<td>Software Maintenance Releases, Service Packs, Patches and Updates</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lifecycle Assessment and Upgrade Planning Roadmap</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Support Usage and Summary Report</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Module Exchange/Reserve Program</td>
<td>Reserve</td>
<td>Exchange</td>
<td>Exchange</td>
<td></td>
</tr>
<tr>
<td>Software Version Upgrades and Revisions**</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preventive Maintenance Site Visits (per year)</td>
<td>1</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>System Asset Viewer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customer FIRST Program Review (per year)</td>
<td>1</td>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Services and Material Discounts</th>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Advantage Discount Program</td>
<td>50%</td>
<td>50%</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Site Support Services</td>
<td>6%</td>
<td>10%</td>
<td>10%</td>
<td>15%</td>
</tr>
<tr>
<td>Digital Learning Services ****</td>
<td>10%</td>
<td>12%</td>
<td>15%</td>
<td>18%</td>
</tr>
<tr>
<td>Classic Learning Services ****</td>
<td>10%</td>
<td>12%</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>MEP/MRP Parts</td>
<td>43%</td>
<td>43%</td>
<td>43%</td>
<td></td>
</tr>
<tr>
<td>Consulting Services</td>
<td>10%</td>
<td>10%</td>
<td>10%</td>
<td>20%</td>
</tr>
<tr>
<td>Spares</td>
<td>10%</td>
<td>10%</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>Test and Offline Development System Licenses</td>
<td>50%</td>
<td>50%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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

### Additional Benefits: Minimum Contract Spend Required†

- **Technical Account Management Team**
  - Primary: ♦
  - Standard: ♦
  - Premium: ♦
  - Elite: ♦
  - A dedicated senior level Technical Account Management team will ensure that your concerns receive top priority.

- **Block of Site Support Services Included**
  - Hours: 16 hrs
  - Days: 24 hrs
  - Provides a block of discounted-rate labor hours devoted to Site Support Services.

- **Block of Consulting Services Included**
  - Hours: 16 hrs
  - Days: 24 hrs
  - Provides a block of discounted-rate labor hours devoted to Consulting Services.

- **Cybersecurity Readiness Workshop**
  - Primary: ♦
  - Standard: ♦
  - Premium: ♦
  - Elite: ♦
  - 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)

- Primary: ♦
- Standard: ♦
- Premium: ♦
- Elite: ♦
- Embed funds into your Customer FIRST Program for labor-based services and materials, for usage during your agreement term.

### Training Growth Fund

- Primary: ♦
- Standard: ♦
- Premium: ♦
- Elite: ♦
- Embed funds into your Customer FIRST Program for Schneider Electric training services, for usage during your agreement term.

### Modernization and Migration Planning

- Primary: ♦
- Standard: ♦
- Premium: ♦
- Elite: ♦
- 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)

- Primary: ♦
- Standard: ♦
- Premium: Included
- Elite: Included
- Cover technical support outside of normal business hours, provided on an emergency basis, under your Customer FIRST Agreement.

### Software Version Upgrades and Revisions**

- Primary: ♦
- Standard: Included
- Premium: Included
- Elite: Included
- Run the latest versions of your software and access the latest functional enhancements

### Parts Management

- Primary: ♦
- Standard: ♦
- Premium: ♦
- Elite: ♦
- On-site or off-site inventory management of selected critical spares.

### System File Maintenance Evaluation Report

- Primary: ♦
- Standard: ♦
- Premium: Included
- Elite: 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

- Primary: ♦
- Standard: ♦
- Premium: Included
- Elite: Included
- Purchase additional days devoted to onsite Preventive Maintenance Visits.

### 4 Hours en route response commitment for Onsite Corrective Assistance*

- Primary: ♦
- Standard: ♦
- Premium: Included
- Elite: Included
- Technical support expert will be dispatched to your site within four (4) hours of your request.

### Onsite Corrective Assistance - Labor Cost Inclusive

- Primary: ♦
- Standard: ♦
- Premium: ♦
- Elite: ♦
- Corrective assistance services covered over the course of your contract.

### MEP/MRP - Material Cost Inclusive

- Primary: ♦
- Standard: ♦
- Premium: ♦
- Elite: ♦
- MEP/MRP coverage over the course of your contract.

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[6] schneider-electric.com/processautomation
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<thead>
<tr>
<th>Optional Advanced/Managed Services</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Cybersecurity Maintenance Program*</td>
<td>Receive subject matter expert technical support plus quarterly and annual site visits for covered products and applications.</td>
</tr>
<tr>
<td>Cybersecurity Update Services*</td>
<td>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.</td>
</tr>
<tr>
<td>Cybersecurity Assessment*</td>
<td>Benefit from a comprehensive technical site review of your control network infrastructure to enable informed budgetary and technology decisions.</td>
</tr>
<tr>
<td>EcoStruxure System Advisor**</td>
<td>Extend Customer FIRST support coverage to System Advisor software; includes technical support, software maintenance/revision releases and version upgrades.</td>
</tr>
<tr>
<td>Safety Lifecycle Assessment*</td>
<td>A comprehensive technical site review of your safety systems will identify gaps, recommend remedial actions, and help facilitate informed budgetary and technology decisions.</td>
</tr>
<tr>
<td>Turbomachinery Controls Service Program</td>
<td>The Customer FIRST Program for Turbomachinery includes technical support, onsite service plus consultation and lifecycle reports.</td>
</tr>
<tr>
<td>Custom Application Support</td>
<td>Access to Schneider Electric's technical experts for the specific customized software applications in use at your facility.</td>
</tr>
<tr>
<td>Resident Engineer</td>
<td>Augment your technical staff with a skilled Schneider Electric engineer resident at your plant to help you achieve your operational goals.</td>
</tr>
<tr>
<td>Application Clone</td>
<td>Utilize application cloning solutions to better manage your applications, and expedite technical support issues resolution.</td>
</tr>
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