



Extended support and maintenance

Premium support for your ArcFM™ investment

ArcFM Client Services

Our ArcFM Solution and geographic information are integral to the work processes at many of today's leading utilities. A geocentric repository for asset information and system design, ArcFM can also publish that important information to other utility systems — geo-enabling vital workflows, such as outage management, workforce scheduling, and customer service. As geographic information extends to more systems throughout an enterprise, many utilities are seeking a higher level of support to ensure optimal operations.

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Streamlined, premium service

At Schneider Electric, we offer an extended support and maintenance program that is designed to provide you with the highest possible level of support, as well as streamlined access to it. Through the program, you are partnered with a friendly, professional technical account manager (TAM). He or she will serve as your single point of contact, working directly with our team of software engineers, database administrators, solution architects, and application experts on your behalf.



Figure 1

Your TAM coordinates all support activities related to your account on your behalf — ensuring smooth, streamlined service.

Our extended support and maintenance program helps you maximize the benefits of your ArcFM investment

As part of the service, your TAM will:

- Act as your technical support advocate
- Coordinate management and resolution of technical issues
- Serve as your liaison to our team of experts
- Provide regular incident status updates
- Produce quarterly service reports
- Proactively share information regarding software and service updates

Also included in the program are: secure, live remote support to facilitate troubleshooting; a week of on-site consulting from your TAM or a software engineer; and two passes to our annual Link geospatial users' conference.

Optional services

Additional premium services are available through our extended support and maintenance program, and can be added, as necessary, to meet your specific requirements. These can include:

- Maintenance of any solution customizations, your ArcFM Solution environment, defect resolution, and formal build processes
- Core product patch testing
- Troubleshooting support of third-party software
- Database and ArcSDE performance tuning
- Database support and health check-ups
- Additional on-site technical support
- Software engineering support
- Custom tool development

We focus on your success

Our extended support and maintenance program helps you maximize the benefits of your ArcFM investment. It delivers streamlined access to our support and professional services teams through a single point of contact. Further, it can be tailored to meet your unique needs, helping to ensure your organization's success.

For more information, or to add our extended support and maintenance program to your services suite, please contact your strategic account manager.

Life Is On



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