



Customer FIRST for Modicon PLC

Optimize your automation system and engineering investment.

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

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Life Is On

Schneider
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Your investment in Schneider Electric™ solutions 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.

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 and provides an assortment of service entitlements designed to maintain and optimize the performance of your control and safety system through its 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 service and support program structured to help you:

- Protect critical investments by effectively maintaining hardware and software systems
- Maximize asset performance by reducing downtime and maximizing 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.

Whether Standard or Premium, select a level based on your resources, their knowledge levels or complexity, and criticality of your system. Consider the following questions to determine which level of Customer FIRST is most appropriate for you.

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 automation system and maximize uptime to 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.

Questions to consider	Customer FIRST answers
How quickly can you identify a system (or software) issue if an unexpected failure occurs? Can you quickly troubleshoot and resolve issues?	Technical Phone Support Support Portal Access
Do you have experts in-house around the clock?	24/7 Technical Phone Support
How often does your plant go down unexpectedly?	Systems health check
How do you keep pace economically with current technology and avoid obsolescence?	Software Entitlements
Are maintenance costs difficult to budget?	Flexible Services Fund
How quickly do you require corrective assistance?	24/7 Technical Phone Support
How much does unscheduled downtime cost your facility yearly?	On-site Annual Lifecycle Assessment, Spare Parts Audit and Recommendation Report
Do you have the correct critical spares on hand when you need them?	Spare parts management
Could you use a Schneider Electric System Expert to augment your engineering staff?	Flexible Services Fund

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	Standard	Premium	
Deliverables	Definition		
Technical Phone Support	NBH	NBH	Telephone access to expert technical assistance.
Support Portal Access	Y	Y	Access to an extensive knowledgebase of technical user documentation, issue solutions and software updates and proactive communications.
Software Entitlements	Y	Y	Access to releases and fixes for covered software related to your application during your enrollment period. Maintenance releases provide corrections to software defects within a software revision level.
On-site Annual Systems Health Check		Y	Includes physical inspection of equipment, review of software maintenance releases and fixes, technical and/or product alerts, advisories as well as providing status on open cases.
On-site Tutoring		3 days included	Visit by the Schneider Electric Service Engineer that will provide hands-on guidance for automation products and solutions.
Optional Services*			
24/7 Technical Phone Support			Cover technical support outside of normal business hours, provided on an emergency basis, under your Customer FIRST Agreement.
Flexible Material Fund			Allows you to spread payment of material over the course of your Customer FIRST enrollment period.
Flexible Services Fund			Allows you to spread payment of labor over the course of your Customer FIRST enrollment period.
On-site Annual Lifecycle Assessment, Spare Parts Audit and Recommendation Report			A complete audit and analysis of your existing automation equipment, processes and support by a Schneider Electric professional can give you actionable roadmap you need to reduce risk, improve system performance and improve your competitiveness.
Cybersecurity Assessment			Establish the current architecture, security posture, and profile of all assets to be assessed within the systems network; will result in a network drawing with a system baseline scan.
Spare Parts Management			On-site or off-site inventory management of selected critical spares.

NBH: Normal Business Hours.

*Where Available

A partnership that delivers added value

Multidisciplined teams are available to manage the installation of your solutions

Our teams have in-depth knowledge of the equipment, its integration into the global environment, and the technologies used. Our business executives and commercial technicians will collaborate with your team to provide you with the most efficient solution. Our team works closely with a pool of high-level experts who contribute their expertise in our technologies and processes.

Installed solutions

Your industrial automated systems represent a key investment for your business. This is why we do everything we can to ensure the success of our solutions and provide world-class services to meet your production goals.

Consistency across the globe

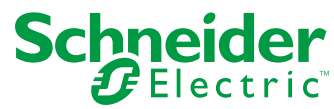
With standardization approaches at production sites becoming more and more widespread, there are many large companies currently looking for capable partners that can guarantee the same level of service throughout the world. Our international solution centers use common methodologies and tools enabling us to deliver a quality service offering.

Our strong commitments

- To regard the safety of people and assets as the highest priority
- To support you on the basis of a long-term relationship throughout the life of your systems: Design, execution, maintenance, improvements, and modernization
- To work in collaboration with your teams
- To develop our service offering to be in line with your current and future needs
- To continue our focus on maintaining and developing our team's competencies



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