SCIENTECH®

Advanced Support Concepts

Advanced Service Concepts

- Evergreen

- Excellence

- Diagnostic Center

Evergreen, The Concept

- • Lifecycle extension model
  - – Eliminate wholesale system replacements
  - – Eliminate major project aspect to system upgrades
  - – Reduce lifecycle cost
  - – Upgraded image available at Client convenience

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Flow Control Company
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The Approach

- Constant incremental upgrades
  - Client image maintained at latest shipping version
  - Server based enhancements added to client applications
    - Application health monitoring
    - Watchdog timers
    - Database consistency checks
    - Etc.

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The Approach Cont.

- • On an approximate annual basis
  - – Move Scientech image of Client system to latest shipping R*TIME version
  - – Incorporate OS revisions and upgrades as appropriate
  - – Update Client Database
  - – Build Client application in current version
  - – Validate against documented validation suite

The Deliverables

- Update Change Report
- Validation Report
- Updated Electronic image

The Benefits

- Reduced Life-cycle cost
  - Eliminate Major Project Aspect to System Upgrade
  - Decreased on going maintenance
  - Maintain technically current staff knowledge
  - Reduce future aging workforce issues
- Fresh Technology
- Improving functionality

Excellence

- Advanced Proactive maintenance
  - Key focus: Patch Management (for current operating unit configuration)
  - Additional focus: Support Client troubleshooting
  - Improve Utility staff utilization

Excellence - Deliverables

- Recommended (certified) Operating System patches

- Security update recommendations

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Diagnostic Center

- Scientech Central Monitoring
  - Monitor health of Client installation
  - Focus is computer infrastructure not plant operation
- Goal
  - Provide notice of failures or pending failures before system performance effects Operations
  - Monitor for resource and performance degradation
  - Off load plant staff from routine tasks

Questions?