



R*TIME Maintenance Contracts

Sciencetech Symposium 2013

*Laura Kinghorn
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Current Maintenance Customers

- Exelon (fleet-wide)
- D. C. Cook (American Electric Power)
- Fitzpatrick (Entergy)
- Ginna (Constellation)
- Millstone (Dominion)
- Nine Mile Point (Constellation)
- Prairie Island (Xcel Energy)
- Seabrook (NextEra Energy)
- Vermont Yankee (Entergy)
- Wolf Creek (Wolf Creek Nuclear Operating Co)
- Kewaunee (Dominion)

What Does a Maintenance Contract Include?

- R*TIME Viewer software releases (optional)
 - Platinum Level includes Viewer Releases, Gold level does not
- Unlimited Technical Support
 - R*TIME Server and Viewer
 - Communication Interfaces
 - Displays
 - Alarm Configuration
 - Site Specific Applications
 - Hardware Issues
- Scientech will retain (if requested) archive image of site configuration
 - Useful for both troubleshooting and testing

What Does a Maintenance Contract Include?

- Continued -

- R*TIME Viewer and Server Issues List/Test Track Reports
- Remote Dial-in Capabilities (if requested)
- Symposium Registration Waived
 - Up to Two Attendees per Site
- Quarterly Conference Call
 - Discuss Status, Responsible Party, Due Dates, Next Steps

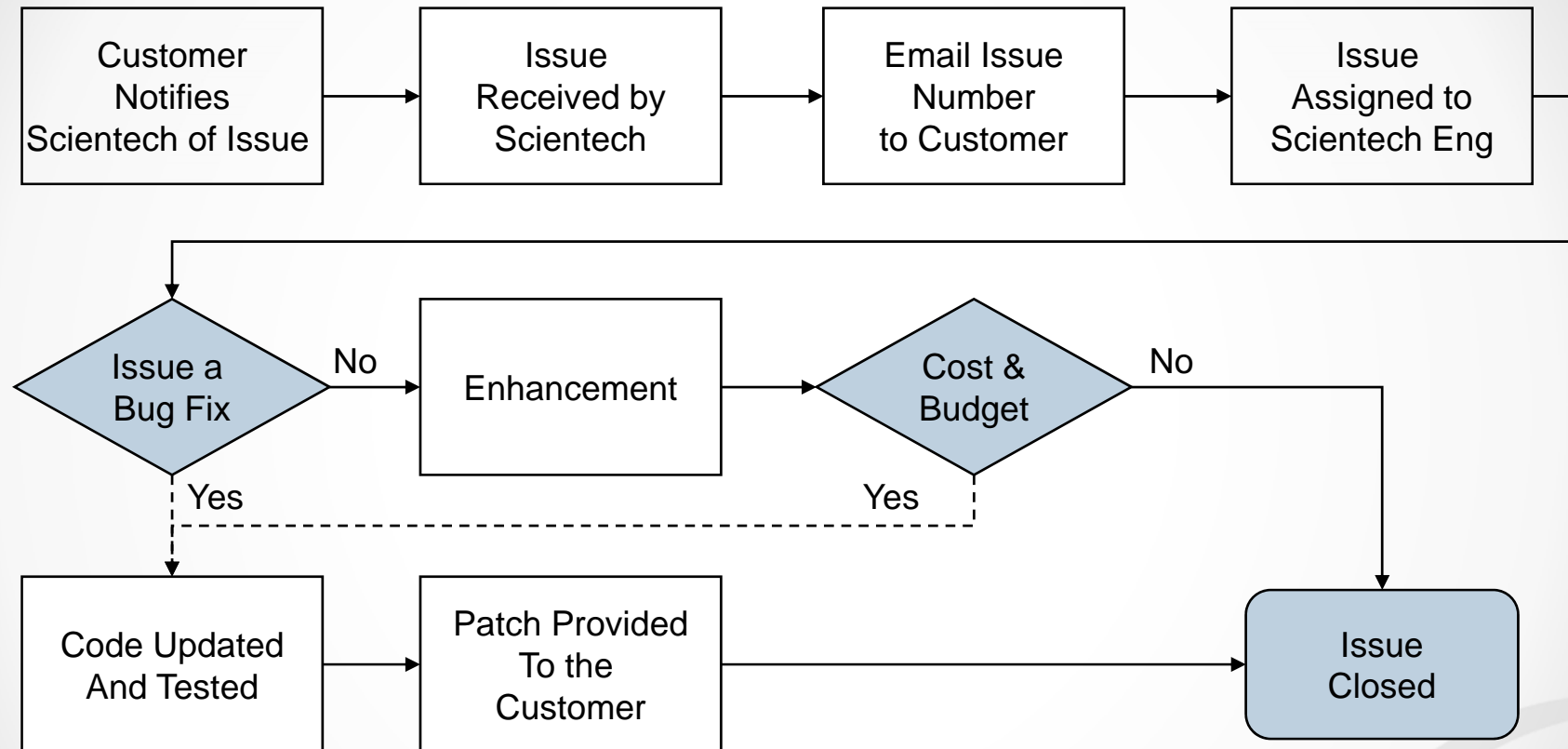
Test Track Pro

- Issues Management Tracking System
- Basic information about the issue is required
- Test Track assigns each issue a unique tracking number
- Customers can access Test Track through a Sciencetech designated web page
- Generate Reports

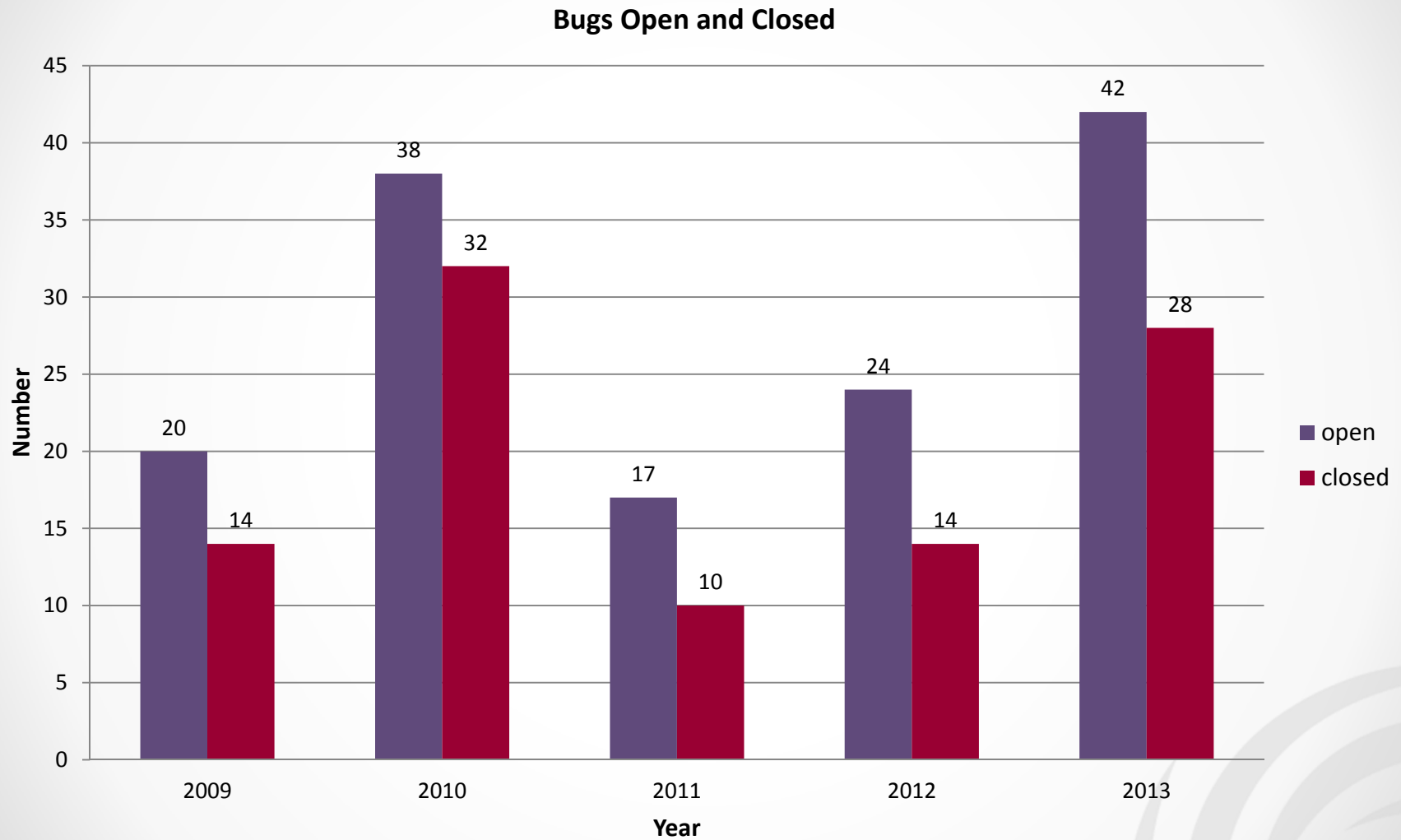
Example Report

Test Track Issues Report - July 2013								
TT Num	Summary	Proj	Issue Class	Curr Assign To	Priority	Next Step Due Date	Details of Progress	Description
3090	SAR Msg Summary	Oyster	Bug Fix	Cook, R.	Med	7/31/2013	7-15-13-R. Cook sent change to Exelon. Exelon to install and report to Scientech.	SAR message summary does not update on workstations connected to the PSS server.

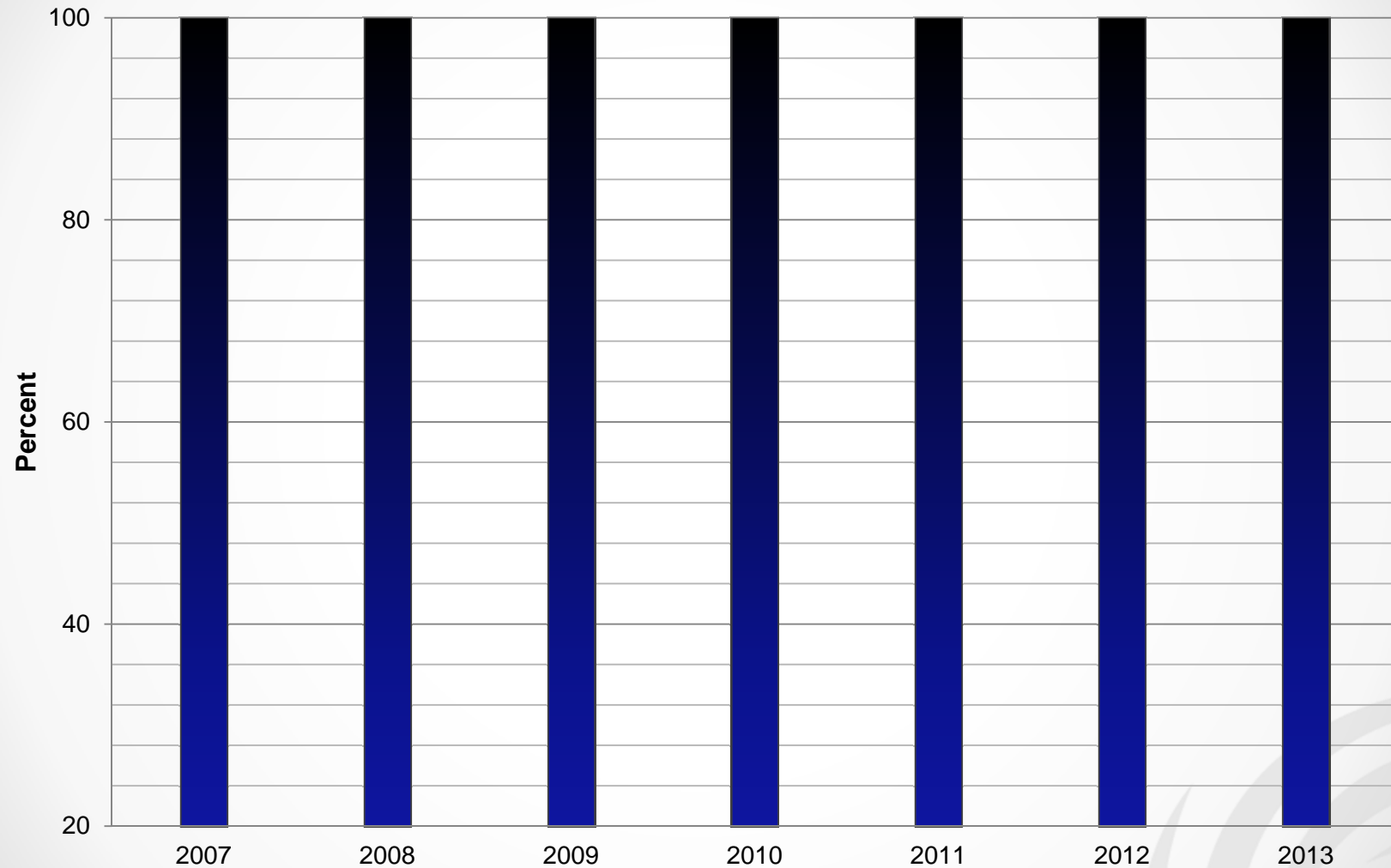
Work Flow



Issue Statistics



Renewal Statistics



Questions?

