

# Gold Support

The Gold Maintenance and Support Agreement is SCADA Global Support's standard support platform, providing a formal structure of application software support services designed to optimise your investment in CitectSCADA™ and Vijeo Citect™ technology.

A range of direct and self-help technical assistance options allows you to maintain optimum performance from your SCADA software, whilst automatic product updates keep you at the forefront of industrial automation innovation.

Gold Support covers all Citect and Vijeo software ranges, including standard drivers. Specialty Driver Support is required for the following licensed drivers: Bailey, IEC870-5-104, Moscad, SemAPI and Teleperm. Specialty Driver Support is an add-on support service to SCADA Global Support's Gold Support offering.

Services are provided by a comprehensive support team of industry professionals embracing world-class best practice methodologies, continuous improvement strategies and global certification.

Specialists in industrial automation, business and process improvement, software development and IT work in collaboration within an escalation hierarchy, ensuring consistent and timely resolution to customer issues.

Gold Support is available during normal business hours, as specified in the Gold Maintenance and Support Agreement. This annual agreement includes the following benefits:

## SUPPORT OFFERINGS:

- > Gold Support
- > GoldPlus Support

These are all annual agreements with a yearly fee.

Contact SCADA Global Support  
[support@citect.com](mailto:support@citect.com)

[www.citect.com/support](http://www.citect.com/support)

## Technical Support Services

A range of technical support services are available to suit the competency and convenience of customers to help sustain maximum performance from their SCADA software:

- > **Online Help:** A special customer-only area of Citect.com provides access to a range of Support tools including: Knowledge Base, Citect Toolbox, DriverWeb, Email Lists, Discussion Forums and Downloads.
- > **Technical Support Line:** Fast access via telephone, fax, email or web-portal to experienced Support professionals supported by a comprehensive lab where they can replicate a customer's configuration and reproduce issues experienced onsite.
- > **Emergency Support:** Emergency software patches are provided via an intensified escalation process in situations where critical issues are impacting upon customer business operations.

## Product Upgrades

Gold Support customers are automatically provided with new releases and upgrades of Citect/Vijeo software products. These can also be accessed and downloaded from our website.

## Service Packs

As issues are identified, resolved and tested, they are assembled into Service Packs and released to all Gold Support customers for convenient, easy installation.

## Self-access Portal

An easy-to-use Customer Support Portal which hosts our automated fault tracking system. This system provides customers with a means of reporting and tracking problems, as well as providing effective management and regular status updates of logged Support requests.

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## Issue Prioritisation and Escalation

A rigid framework of issue prioritisation and escalation, based upon industry best practice methodologies, ensures an appropriate management process is applied to all customer issues with ongoing progress updates until resolution. Prioritisation is based upon the severity, commercial impact and priority of the issue within a five-stage Customer Service Request (CSR) escalation model, delimited by time thresholds and management seniority.

## Advice on Availability of Issue Fixes

Receive advice on the availability of resolutions to known problems and issues.

## Knowledge Base

Citect.com has a library of technical articles on all of our Citect range of products. These articles contain the very latest product information and complement our Online Help and printed product manuals.

## SCADA Toolbox

A collection of online tools and utilities to make SCADA system management and maintenance easier.

## Authorisation Code Generator

An online facility which makes updating product keys a simple and quick task.

## Virtual Engineer

A state-of-the-art remote support tool that allows Support Engineers to securely connect to your site, reducing problem resolution time on more complex issues.

## DriverWeb

The DriverWeb is a tool that provides Gold Support customers with an easy-to-use facility to download the latest Driver Packs.

## Users List Forum

Access to an email list and forum of customers who proactively share technical information, solutions and work arounds.

## Driver Discussion Forum

Complementary to the Users List and hosted on the DriverWeb, the Discussion Forum provides a central location for SCADA users to discuss how different drivers are used, solutions to problems and success stories.

## Event Coverage

(subject to an additional fee) In addition to the above features, you can choose to temporarily increase the level of Support to cover critical events, such as planned shutdowns or equipment upgrades. During the selected coverage period, your site will have the benefit of 24/7 priority access to SCADA Global Support via telephone, a 15-minute response time commitment and calls not resolved within 15 minutes by the first line Support Engineer will be automatically escalated to a Specialised Customer Support Engineer.

## Fees

The Gold Maintenance and Support Agreement covers all Citect and Vijeo software product ranges. The annual fee for Gold Support is 15% of the list price of the software licence. There is a minimum fee applicable for a Gold Support Agreement. The Event Coverage option is available for an additional fee. Travel and accommodation charges will apply to sites located outside cities serviced by a Schneider Electric office.



## GOLDPLUS SUPPORT

Increase your level of support to GoldPlus and take advantage of the following additional services:

- > Extended Support Cover (24/7)
- > Response Commitment
- > Escalation Commitment
- > Emergency Onsite Support

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