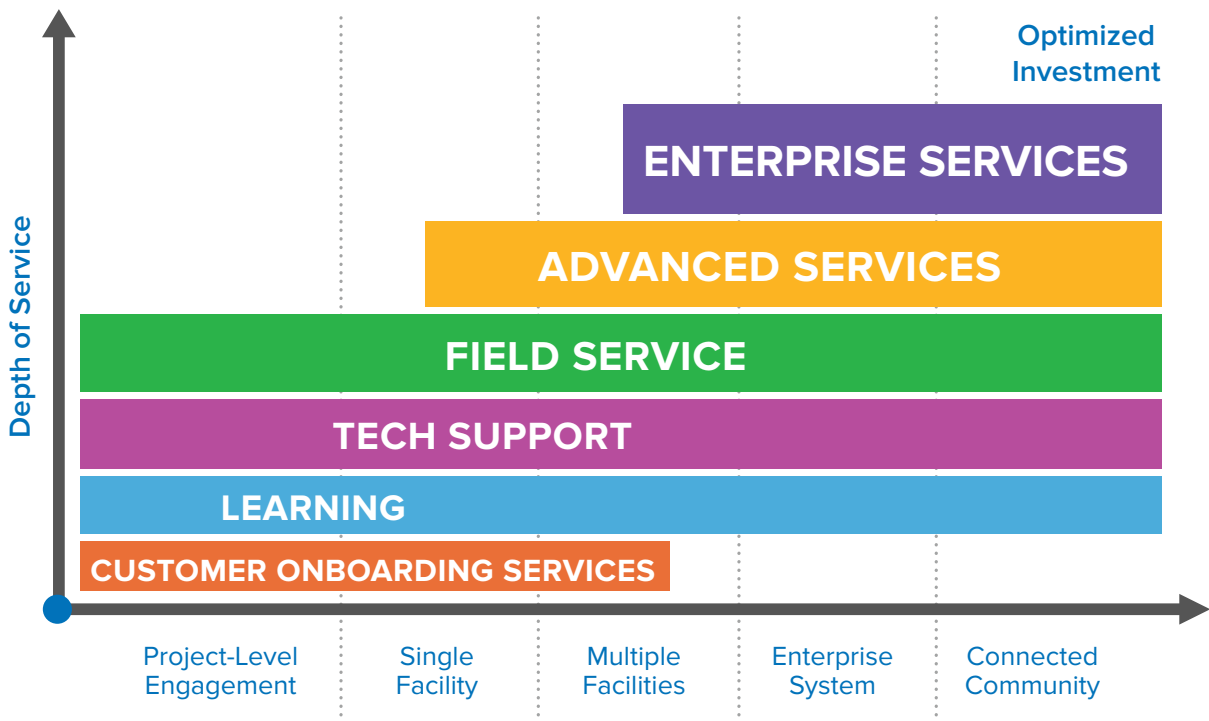


OSIsoft offers a variety of services to support your organization, optimize your investment, and aid your journey to success. No matter where you are in your journey, OSIsoft is here to help.



Software usage changes and evolves over time as do the needs and expectations of your users. With OSIsoft’s Services you have OSIsoft product experts at your disposal to support the evolving needs of your users, infrastructure, and business. With years of hands on experience, OSIsoft Services will help you fully leverage your PI System™ infrastructure to support the evolving needs of your enterprise and maximize value for your business.

## OSIsoft’s Family of Services

### CUSTOMER ONBOARDING SERVICES

The OSIsoft Customer Onboarding Services help you get started with your PI System and quickly maximize benefits for your company. As part of the service you will be assigned a Customer Support Engineer (CSE) who introduces you to the wealth of resources available to you as an OSIsoft customer including Tech Support, PI Square, Learning, event recordings, and the Partner Solution Showcase. Your CSE also serves as a support liason – providing guidance on your inquiries and ensuring that they are handled by the appropriate OSIsoft resource. To help you setup your PI System correctly and master new PI System related skills, the Customer Onboarding Services offers optional bundled packages of Learning classes and onsite services.

## LEARNING

OSIsoft Learning supports all your users from novices to system administrators. Whether you want to learn a new product, enhance your skills, or get a quick refresher, Learning gives your users the tools they need to learn whenever and however they want. Learning provides a full suite of educational options including traditional classroom lessons, self-guided study, and online study.

## TECH SUPPORT

Tech Support offers the product expertise and technical resources you need to answer questions, troubleshoot issues, and support your system administrators. With one-on-one 24/7 web, email, and phone based support, OSIsoft technical experts are always there when you need them. For your users that prefer do-it-yourself resources, OSIsoft offers self-service support and knowledge base libraries. OSIsoft even guarantees that calls will be returned and emails will be acknowledged within 4 hours of receipt – so you can be sure your questions are always answered in a timely manner.

## FIELD SERVICE

OSIsoft Field Service Engineers are experts in the PI System infrastructure. They combine their product experience with industry agnostic, real-world, experience to help you properly adopt a robust infrastructure, implement best practices, and scale to meet the evolving needs of your business. From initial installations and system configurations to system upgrades, advanced workshops, and onsite classes, Field Service provides the individualized, personalized, services you need to support your business.

## ADVANCED SERVICES

Advanced Services is designed specifically for companies seeking to leverage their data more effectively because they wish to transform their business. Consisting of Business Transformation Services and the PI Team Supplement, Advanced Services accelerates time to value from your investments by supporting strategic, operational, and technical alignment within your organization so that you can fully recognize and deliver the value prospects of the PI System. Business Transformation Services enables your leap from local impact to impact at scale with strategic roadmaps, time-boxed initiatives, and company-specific deliverables, while the PI Team Supplement provides tactical support and dedicated OSIsoft resources to cover short-term gaps in your knowledge and skills as you configure and adopt the PI System within your enterprise.

## ENTERPRISE SERVICES

Enterprise Agreements (EAs) are structured to simplify your relationship with your real-time data and create a strategic partnership with OSIsoft. Enterprise Services provide unique advisory, tactical, and logistical support and services for your business because enterprise level deployments warrant enterprise focused services. Enterprise Services aligns your PI System adoption to your business goals and creates a plan for executing strategic projects that align to your business initiatives. Enterprise Services ensure your PI System is set up “right the first time” and safeguard ongoing performance by remotely monitoring your PI System and keeping you apprised of potential issues. To simplify logistics, Enterprise Services provide a dedicated Enterprise Program Manager (EPM). This OSIsoft expert acts as your single point of contact for everything PI System related and is solely focused on your PI System needs. To assist with new business initiatives, Enterprise Services includes access to the Center of Excellence where trusted industry/product experts offer advice on leveraging your existing PI System infrastructure in new ways to meet new business challenges. With Enterprise Services you have the tools and support your enterprise needs now and in the future.

CONTACT US 

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