



WONDERWARE CUSTOMER FIRST SI & OEM SUPPORT PROGRAM SUMMARY

Your success is important to us and we understand your mission as an SI or OEM. That is why the Wonderware Customer FIRST program operated by InSource was instituted- to offer continued support to you, your people, processes and technology. We are vested in seeing you succeed!

The program is designed to support your needs with product updates, training, technical expertise and software updates. Many customers find the annual software review and renewal process valuable. It enables their company to benefit throughout the year from updated fixes and features developed in the most recent version of software, without having to purchase an upgrade.

When you do run into difficulties, our experts are prepared to assist. Companies encountering both major and minor roadblocks have praised InSource for our expedited support in solving their issues. We look forward to providing that same level of service to you.

As a System Integrator or OEM Partner you are now part of an exclusive community worldwide. This community is part of an active and growing network of Wonderware customers, partner and industry leaders jointly working together with InSource and Wonderware to develop, market and service innovative and productive real-time solutions for industry sectors worldwide.

We consider it an honor and a privilege to serve you. Thank you.

Benefits Included

Telephone or Email Technical Support from InSource Solutions. May be escalated to Wonderware. Includes Call Tracking via WebSupport (Normal Business Hours)

Self Service Enhanced Web Support. Includes Security Central, Wonderware Developer Network, plus WonderUpdate, Tech Alerts and Informer Newsletter via Email.

Expert System Knowledge Base Access (Online & CD Format)

Online Training

Free Software Version Upgrades (2 Times per Year) Also includes Patches, Service packs & Hot Fixes

Wonderware Knowledge Base CD Updates (2 Times Per Year)

Two (2) Complimentary Admissions to InSource Solutions training for Wonderware products. Registration is required for attendance and is subject to availability. Unused complimentary training admissions do not roll over into a new subscription period.

NOTE:

1. Run-time support is not included in Consignment Support. Consignment product Support is ONLY available to System Integrator, OEM and VAR Partners during the development of an application.
2. Once the development application is commissioned (enters production phase) the end user must purchase their own Customer FIRST subscription to cover runtime support for the products involved.