InSource Lifecycle Solutions

Operational Technology Lifecycle Support That Frees Your Team to Deliver More

Modern OT environments are more connected, more critical, and more complex than ever. Patching, monitoring, backups, upgrades, and incident response consume valuable engineering time and pull teams away from improvement and innovation work.

InSource Lifecycle Solutions provides structured, end-to-end lifecycle support for SCADA, HMI, MES, and industrial data platforms. We assume responsibility for system health, maintenance, and resilience so your internal teams can focus on performance, reliability, and transformation initiatives.

Our model is built on augmentation, not replacement. We extend your team with deep platform expertise, proven processes, and proprietary monitoring tools.

Outcome: stronger systems, lower risk, and more available engineering capacity.

InSource®
SOLUTIONS

InSource Lifecycle Solutions Framework

InSource Lifecycle Solutions provides structured, tiered support for your OT and industrial software environment combining proactive monitoring, lifecycle maintenance, expert access, and workforce enablement.

Programs are designed to match your operational needs, internal skill depth, and risk tolerance from capability building to fully managed lifecycle coverage.

InSider

Access to experts, technical resources, training, and community support to build internal capability and accelerate problem solving.

InCommand Assist

Proactive monitoring and intelligent support to minimize downtime and extend system lifespan.

InCommand Select

Managed application support provides organizations with flexible, on-demand access to specialized expertise and support for your deployed AVEVA solutions.

InCommand Operate

InCommand Operate is our fixed-scope, highest-level managed service, designed for organizations that require continuous system availability, security, and operational stability - without the cost and complexity of building a 24x7 internal OT support organization.

Feature	InSource InSider	InCommand Assist	InCommand Select	InCommand Operate
On-Demand Access to Our SMEs	X (8 hours/quarter)	X (16 hours/quarter)	X (>64 hours/quarter)	X (16 hours/quarter)
Unlimited Access to the Technical Users Forum	X		X	X
Unlimited Access to Scheduled & Self-Paced Training	X			X
Proprietary OT System Monitoring Tools		X	X	X
Proactive OT System Support		X (business hours only)	O (business hours only)	X (24x7 w/committed SLA)
Disaster Recovery – Backups & Restoration Assistance			O	X
Windows Patching & AVEVA Critical Patch Updates			O	X
Enhanced Application Support			O	O

O = Optional, X= Included   (Customizable)

InSource® SOLUTIONS