



FEATURES

Access to OSIsoft extranet for communication and to view system status.

Access to OSIsoft Center of Excellence expertise to get value out of PI and adhere to regulatory mandates.

Quarterly Meetings / Updates-to set expectations, discuss system performance, and identify opportunities to optimize PI System performance.

Access to OSIsoft enterprise update infrastructure-allows customers to approve updates on a version and/or machine basis, once approved PI System software updates will be automatically applied to OSIsoft products. A customer's investment in PI is protected and will never require a "forklift" replacement. This is demonstrated by OSIsoft experience in providing upgrade and migration paths around technology protecting the customers' investment in PI for over 25 years.

Flexible approach to problem resolution—Customer can determine their preferred approach for problem resolution:

- Alert raised / OSIsoft connect to customers system to implement fix
- Alert raised / Customer implement fix with guidance from OSIsoft
- Alert raised / Customer implement fix

Faster resolution to tech support calls—Tech support engineers have more detailed background information to respond to calls.

Enterprise Agreements / Managed PI

Business Challenge / Opportunity

Many customers have achieved significant business value from implementing their PI Systems, but as real-time infrastructure systems become larger and more complex, customers face more data, more users than ever are demanding data in real-time, there are less people to manage this data, and increasing concerns with security, standardization, and obsolescence.

In many cases, the system deployment can be fragmented and inflexible. Customers are busy with their day-to-day work; they do not have the time to develop a consistent process or standard for deploying systems across their enterprise. The problem is exacerbated as PI System experts move into new roles or leave the company entirely.

OSIsoft has recognized this dilemma and introduced Enterprise Agreements for implementing PI products across the entire Enterprise. The goal of the Enterprise Agreement is to form closer partnerships with customers, focused on business practices that allow a customer to achieve maximum value out of their PI investment. Customers can leverage OSIsoft's deep understanding of the PI System to create, use, and deploy best practices across their entire enterprise.

Enterprise Agreements / Managed PI Overview

Companies have changed their purchasing habits and are requiring vendors to supply enterprise wide solutions and services for their products-the Enterprise Agreement is OSIsoft's response to this shift.

After leading the deployment of PI throughout the enterprise, OSIsoft monitors and manages its enterprise customer PI Systems through its Network Operations Center (NOC)-a centralized monitoring and diagnostic center to ensure OSIsoft technologies are performing as expected.

OSIsoft monitors and collects data on the Managed PI System interfaces, as well as each of the subsystems responsible for analyzing, contextualizing, and visualizing PI information, that is critical to enterprises. The monitoring service allows systems to be maintained remotely (with authorization from the enterprise) to ensure mission critical high availability, optimum performance, and a high level of security. End users can be notified of issues using various methods so they are kept up to date as events occur which could have, or may impact their operations.

With monitored Enterprise PI Systems, problems are identified much faster, and in some cases, well before they are even recognized by the users. The monitoring service adds components to existing OSIsoft products that the customer has installed. The components include analytic rules and best practice guidelines, written by PI System developers that determine the optimal performance of the PI Server. These components then produce packets of performance information that are emailed to the NOC, every five minutes, including information from interfaces, point nodes (etc).

OSIsoft does not collect process data and knowledge from the customers PI Server, and the only data that is sent to the NOC includes performance information about the operation of the PI Systems.



Enterprise Agreements / Managed PI

The performance packets are transmitted via secure email to ensure the integrity of the customer networks. Emails are sent in one direction only—from the Enterprise customer's PI Systems to the NOC—with the support of encryption and electronic signatures. There is no connection made in the reverse direction which eliminates security risks and virus threats.

Once received, OSIsoft undertakes a programmatic analysis of the performance packets to assess how the systems have been operating over recent periods, to verify proper managed PI functionality, and to raise alerts when actions are required.

Enterprise customers have experienced improvements in performance and reliability of their PI Systems through NOC automation.

Benefits

Leverage OSIsoft expertise and best practice guidelines to improve the performance of your PI Systems.

Free up resources for decisions that matter. Customers have more time to focus on their core business to deliver actionable information that is strategic—less time fixing problems with their PI system.

Enterprise Agreements offer a more efficient way to deploy and extract value from the PI System. OSIsoft can help customers solve problems more efficiently, provide best practice guidelines, and advice for application development and rapid and consistent deployment procedures—helping customers get better value from PI Systems.

Maximize reusability with consistent and current infrastructure globally. Create applications that can be used unit to unit and plant to plant. With consistent, reliable real-time infrastructure your business will be more agile, enabling you to quickly readjust and take advantages of opportunities as they come your way

Standardizing your real-time infrastructure with the PI System will provide you with visibility into your entire global operations. Everyone will have access to operational intelligence and can be more effective, aligning their scope of job to ever-changing business goals.

Enterprise PI. PI can be implemented everywhere—engineering and operational knowledge will be used by all systems, large and small, without cost concerns regarding bulk availability.

About OSIsoft

OSIsoft (www.osisoft.com) delivers the PI System, the industry standard in enterprise infrastructure, for management of time series data and events. A global base of more than 14,000 installations across manufacturing, energy, utilities, life sciences, data centers and process industries relies upon the OSIsoft PI System to safeguard data and deliver enterprise-wide visibility into operational and business data in order to manage assets, mitigate risks, improve processes, drive innovation, make business decisions in real time, as well as identify competitive business and market opportunities.

Founded in 1980, OSIsoft, Inc. is headquartered in San Leandro, California, with operations worldwide and is privately held.

For additional information about Enterprise Agreements / Managed PI and other products from OSIsoft, please visit our web site at www.osisoft.com or call us at (01) 510-297-5800, option 2.

