






-  Visualize
-  Analyze
-  Optimize™

Wonderware Support and Services Offerings



Powering intelligent plant decisions in real time.

OFFERINGS AND BENEFITS

- Investment Protection
 - Technology planning
 - Security strategies
 - Migration planning
- Regulatory-Compliance Planning
- Convenience
- Efficiency Improvements
- Knowledge and Experience
- Reduced Upgrade Costs
- Product Lifecycle Support
- Web, Classroom and Site Training

Preparing manufacturers for the future

Change in the manufacturing industry is constantly accelerating, making it increasingly difficult for manufacturers to stay competitive. Product lifecycles have grown shorter while, at the same time, production systems have become increasingly more complex. On top of these challenges, the marketplace continually demands better products faster — and the fulfillment of these demands must be balanced with ongoing plant maintenance and overall plant improvements. Industrial software in particular continually evolves at an increasingly faster pace, providing improved functionality, security and maintainability. The Wonderware® Support and Services offerings are designed to give you more value throughout the life-cycle of your software investment. The program also offers a variety of services designed to meet your needs — whether in the planning, design, operational, maintenance or optimization phase of a project.

Services, Support and ArcestrA Technology

Wonderware has spent the past several years developing the ArcestrA® industrial software architecture, which facilitates the fast and efficient installation, operation, modification, maintenance and replication of automation applications. Because Wonderware® products leverage this groundbreaking technology, which was rated “Industrial Automation Technology of the Year” by industry analyst Frost & Sullivan in 2004, Wonderware can support customers more quickly and comprehensively than ever before. ArcestrA technology also enhances Wonderware services by providing tools that can significantly reduce a plant's total cost of ownership. For more information about ArcestrA technology, visit www.archestra.biz.



secure growth path with incremental functionality. Implementing the latest software solutions through Wonderware's Comprehensive Support Program can improve a company's competitive advantage. With each new release, Wonderware makes product improvements that enhance manufacturers' abilities to respond to increasing governmental regulations and customer demands, while decreasing total cost of ownership and increasing ROI.

- Receive immediate access to new software releases
- Product updates for new operating systems
- Security and patch updates
- Technology, migration, and project support and planning

Convenience

We understand that it's important that support tools are easy to use and access, and available when you need them. When customers sign up for the Wonderware Comprehensive Support Program, they receive:

- Knowledge Base CD shipments and searchable expert knowledge via the Web
- The latest industrial demonstration software and licenses to sample the features in Wonderware's latest products
- Priority technical support

The Right Support and Services—When You Need It

Investment Protection

In the manufacturing industry, software must evolve to address the market's ever-changing requirements and maintain its investment value. Regular software upgrades can significantly reduce integration issues, provide valuable security enhancements and keep companies on a

- Technical Web seminars on the latest products and applications
- Well-integrated products
- The WonderUpdate e-newsletter, which includes the latest information on Tech Notes, product releases, new patches and downloads, etc.

Wonderware offers a variety of services that are appropriate during the life-cycle of our customers' products, projects and businesses. Wonderware provides you with options to best address your customers' needs — from technology and project planning, to product migration support, to security recommendations, and business process integration.

Efficiency Improvements

By leveraging the in-depth product knowledge and industry expertise offered by Wonderware's experienced technical staff, industrial organizations can discover new techniques to reduce downtime, improve equipment performance and improve supply chain responsiveness. Plus, Wonderware's technical staff can help you improve the accuracy of your data and access that data more effectively. As a result, our customers' business decisions are based on up-to-the-minute information that can lead to overall efficiency improvements and decreased costs.

Knowledge and Experience

Wonderware's support organizations are responsive, award-winning teams of specialists committed to delivering world-class customer support. Our support providers meet Wonderware's highest standards by meeting specified certification requirements for our products and services. Wonderware Technical Support has earned Support Center Practices (SCP) certification and has won the Service and Support Professionals Association (SSPA) STAR Award for consistent performance two years in a row. Wonderware has also been rated Number One in Customer Service by the readers of Control magazine for four consecutive years. Wonderware provides and maintains highly qualified top-notch support by requiring its providers to have expertise in manufacturing, process automation, industrial engineering and relational database design and to participate in challenging certification programs.



The Wonderware product application consulting and service teams complement the capabilities of more than 3,000 registered and certified Wonderware Systems Integrators around the world. Wonderware combines extensive business and domain knowledge with technological expertise and proven project execution methodologies to deliver solutions that add significant value to industrial companies. Our expertise includes:

- Business and domain knowledge
 - Business and performance analysis
 - Manufacturing execution, collaboration use cases and work flow analysis
- Technological knowledge
 - Certified Wonderware Product Experts
 - Microsoft Certified Solution Providers
 - Domain-specific applications and tools built on Wonderware, ArcestrA and Microsoft platforms
 - Experienced with execution and compliance methodologies such as ISO 9001 certification, FDA 21 CFR Part 11-validated solutions, and solutions that address the tracking and tracing requirements of the U.S. Bioterrorism Response Act and European Parliament Regulation No. 178/2002 in the food and beverage industries

Reduced Upgrade Costs

Through the Wonderware Comprehensive Support Program, customers receive valuable product version upgrades that increase efficiency and productivity while protecting prior software investments. These upgrades are part of an ongoing development path for each product that can help customers migrate their Wonderware software with groundbreaking ArcestrA technology. Software maintenance shipments occur approximately 2-3 times per year. Each software maintenance CD shipment contains the latest product version updates, I/O Servers and DA Servers, a Knowledge Base CD, the new Suite Stuff CD — at no additional cost for Comprehensive Support subscribers. (Non-subscribers must pay for each upgrade.)



Device Integration

Communication is essential to the manufacturing process, and Wonderware is leading the way to easier communication with its impressive library of FactorySuite® I/O Servers for interfacing to a broad range of control and sensor devices on the plant floor. Wonderware is taking communications and connectivity to the next level with DA Servers.

- The I/O Servers CD is a comprehensive listing of over 1,000 I/O Servers for devices and protocols including DDE, Wonderware's SuiteLink™ protocol and OPC servers. The I/O Servers CD contains I/O Servers (and other newer device integration products) created by Wonderware Development. All are fully QA tested and backed by Wonderware Technical Support. These OEM connectivity software products are updated regularly (i.e., asynchronously from any FactorySuite component release). You can download these servers from our Technical Support website (www.wonderware.com/support/).

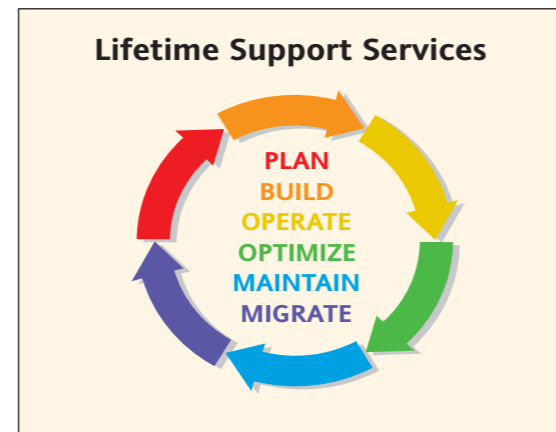
- DA Servers are Wonderware's next-generation I/O Servers built on ArchestrA technology. They offer enhanced communication diagnostics and performance. Each DA Server is designed to provide simultaneous connectivity between client applications based on Wonderware SuiteLink, OPC and DDE protocols that run on Microsoft's Windows 2000 and Windows XP operating systems, and the data devices supported by the specific protocol being translated. Wonderware's DA Servers also come with an exclusive new user interface called the DA Server Manager, which is installed as a Microsoft Management Console snap-in. Its end-user benefits include simple remote server activation, configuration and operation, and extensive protocol diagnostic troubleshooting.

Product Lifecycle Support

At Wonderware, we continually modify and enhance our products to meet the changing demands and requirements of the markets we

serve. Throughout the year, we release new versions, service packs and patches. For example:

- As Microsoft releases new versions of and service packs, and patches for their operating systems, Wonderware makes every effort to support them as soon as possible. These updates are made available to all Wonderware Comprehensive Support customers.
- Standard Wonderware Product Support includes support for any current release of our products and one previous version back.



Technical Support

In addition to offering exceptional technology, Wonderware offers an impressively high level of customer support. Powered by Certified Support Providers in more than 200 locations around the globe, Wonderware Technical Support resolves customers' technical issues quickly and consistently, while providing a high level of customer service. The Wonderware Technical Support motto is: "To be recognized as the premier global support organization, we will exceed customer expectations by providing fast, responsive, timely and accurate solutions."

Support Model

In order to best support the needs of our worldwide customers in multiple time zones, we offer a three-tiered structure:



- **Level 1** - Local Support is provided in more than 16 languages through a global network of Certified Support Provider (CSP) sites. These CSP sites provide basic-to-intermediate local support to thousands of customers in the same time zone and local language.
- **Level 2** - Additional regional support services are tailored for the four major geographic regions: North America, Latin America, Asia-Pacific and EMEA (Europe, the Middle East and Africa). Please contact your local support site for specific information pertaining to your region. Our regional support centers are interconnected through a common call-tracking database and network infrastructure.
- **Level 3** - Corporate Support, which provides advanced support to Wonderware's CSP sites and large Enterprise Support customers, is located at Wonderware's headquarters in Lake Forest, California.

Support Programs

Basic Support

- Available to all new customers free of charge for a period of 120 days from date of invoice
- Unlimited e-mail support and some website support (i.e., Tech Notes, patches, service packs and self-help documents)

Comprehensive Site Support

- Subscription program with an annual fee
- Immediate telephone access to CSPs
- Priority e-mail
- Advanced website support (Product Downloads, Expert Knowledge Base tool)

Other Support Options

- Enterprise Support for large global companies that span multiple sites
- 24-hour emergency service

Website Services

Customers can access Wonderware Technical Support online at www.wonderware.com/support to access a wealth of support information and services including:

- Discussion Forums - Site visitors can share ideas, pose questions or simply read an ongoing discussion with other users from around the world.
- Technical Support Publications - Users can access Tech Notes, Tech Alerts, FAQs and the Wonderware Technical Support Guide.

- Download Capabilities - Website visitors can download service packs and other files. In addition, Site Support Program subscribers can download the latest Wonderware I/O Servers, InControl™ I/O Drivers, IndustrialSQL Server™ clients and other exclusive files.
- Additional Technical Support Websites - Many CSPs have their own technical support websites.

Expert Knowledge Base Search Tool

Wonderware's Expert Knowledge Base is a sophisticated problem-solving tool available for Site Support subscribers. Located at www.wonderware.com/support/mmi, this state-of-the-art knowledge tool allows a user to submit queries and interact with the system to solve problems. The Expert Knowledge Base Search tool provides subscribers with an alternative for receiving timely technical assistance at their convenience, day or night. In addition, subscribers have access to an intelligent, self-learning knowledge base that grows and becomes more valuable over time.

Wonderware Knowledge Base

Tri-annually, Wonderware Technical Support updates its Knowledge Base with useful technical information including the latest:

- "How-to" notes
- Service packs
- Sample product applications
- Demonstration videos
- Software utilities
- Product add-on extensions

Product Version Upgrades, Service Packs and Patches

Version Upgrades

Wonderware offers many valuable tools, updates and upgrades to support subscribers every year. These tools and functional software are provided in a manner which simplifies, and cohesively matches various Wonderware and Microsoft version and patch releases. Microsoft updates and other variables. You can reduce your costs for system support, migration and maintenance by planning regular software updates - and Wonderware offers convenient tools and services to assist you in this process.



New Suite Stuff CD

This CD contains patches to Wonderware FactorySuite A² products. While all of our patches are accessible via the Web, this CD is provided as a service to use when Web access may prove difficult.

WonderTools CD for Solution Providers

The WonderTools CD is a reference for several hundred third-party companies whose products integrate with Wonderware software. You can use it to locate a third-party application solution specific to your requirements or to access information about these third parties' companies and products. If you wish to license a WonderTool product, you can contact the third party directly and obtain licensing from them.



Training Services

Wonderware is committed to providing you with the most intensive and hands-on educational programs that will allow you to develop and use an application as soon as you return to your plant. Ease of use and industrial context are our hallmark.

Wonderware Training offers professionally designed and delivered courses. We offer practical, manageable programs, and we encourage the input of our students to enhance our training efforts.

Today, there are more than 50 FactorySuite Certified Training Centers and more than 140 Certified Training Providers that have served more than 25,000 customers. Our Training Solutions are an integral part of our total implementation approach. Courses focus on improving implementation decisions and shortening your learning curve. Training can be customized to meet individual customer needs or project requirements on request.

Wonderware is pushing beyond traditional classroom settings with innovative training products in a wide variety of media including Web-based (WBT), computer-based (CBT), self-paced and video training, as well as Getting Started Tutorials. Our instructors and course developers meet rigorous standards and Wonderware Certified Training Providers are an essential part of our approach to customer satisfaction.

Technical Web Seminars

To keep you apprised of Wonderware product evolution and Wonderware's current offerings, we deliver the latest product information right to your computer with our Technical Web Seminars. We offer online participation during which you can ask questions and learn about the latest concepts and technical and product information. These seminars offer brief, concentrated information, which can be accessed online and replayed anytime. All you need is Internet access and some minutes to listen and watch our experts. We provide free online seminars to all Site Support members.



Access to Wonderware System and ArcestrA Technology Specialists

Companies holding a valid Site Support Agreement are eligible to attend various exclusive WebEx meetings with the Wonderware-ArcestrA Systems Specialists, who are responsible for managing the technical connection with our customers. They work to capture customer requirements, validate designs and architecture, host technical workshops, and promote the building and establishment of the ArcestrA Community. They also assist customers in technology, project and migration planning. If you are interested in a personal meeting with the Wonderware-ArcestrA Systems Specialists, contact your local sales team.



Consulting Services

Wonderware Consultants are available to customers who would like help maximizing the benefits of their investments in Wonderware products. They can help you create and migrate applications and adopt new technologies like the ArcestrA industrial automation and information software architecture. Possessing the combined experience of more than 200 years in the automation industry, Wonderware consultants possess detailed product knowledge and expertise for major companies in a variety of automation fields. They have worked with

industrial control, HMI, DCS, supervisory, plant information and MES systems and have been Microsoft and FactorySuite A² Certified.

A typical applications review project will include an in-depth examination of your application architecture as well as its interfaces, field devices, application model and scripts. After gathering this type of information, our consultants can identify if the applications and their underlying architecture were implemented using best practices.

Wonderware consulting service teams complement the capabilities of more than 3000 registered and certified Wonderware Systems Integrators around the world.

Wonderware Consulting Services can include:

- An application review
- Product and application assistance
- Application migration and upgrade assistance
- Network topology recommendations
- Reviews of data throughput and performance
- Hardware and software recommendations
- Failure and risk area analysis
- Back-up strategies
- Domain-specific applications and tools built on Wonderware, ArcestrA and Microsoft platforms, including:
 - ArcestrA Application Objects designed for specific industries or categories (i.e., components such as valves, clarifiers, centrifuges; logical objects such as bio-kill calculations for sterilization; network objects such as PLCs; or fieldbus devices and proxy objects that provide connectivity to various types of plant data sources)
 - Solutions for:
 - Preweigh and dispensing
 - Paper-on-Glass – bring your SOPs online to enforce manufacturing procedures and collect electronic records
 - Electronic batch records (EBR) as required by FDA 21 CFR Part 11
 - Enterprise application integration (EAI) solutions
 - Plant intelligence and decision support systems

Reduced-rate services are available to Comprehensive Site Support Subscribers. Contact your local sales support team to tailor a plan suitable to your needs.

How Does Comprehensive Site Support Work?

How do I subscribe?

Comprehensive Site Support is a blanket agreement that is used to support all Wonderware products at a given site. Site Support is based on the number of licenses owned by the site at the time that the agreement is purchased. Additional Wonderware licenses purchased during a calendar year will be added to the Site Support Agreement at no additional charge. When a Site Support agreement is renewed, the annual maintenance fee is computed based on the current site configuration. Basic Comprehensive Support packages consist of software updates and maintenance as well as world-class, on-site technical support for Wonderware products. Additional services are available upon request. To customize a Site Support Program to suit your organization's needs, contact your local sales team. (You can find your local sales representatives by visiting www.wonderware.com/about_us/contact_sales).



Local Availability

Wonderware's technical support, training and consulting teams provide services in more than sixteen languages worldwide – thanks to a network of Certified Support Providers and Certified Training Providers, as well as product, application and industry specialists. For more information, contact your local sales team. (You can find your local sales representatives by visiting www.wonderware.com/about_us/contact_sales).



Powering intelligent plant decisions in real time.

Contact Wonderware or your local Distributor for information about software products for industrial automation.
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