



Support and
Management of
AVEVA PI System™



PIPER Solutions is a company that helps transform operational data from sensors, actuators, equipment, DCS and control systems into information. Connecting people, processes and assets with knowledge that allows them to analyze and make timely decisions, optimizing processes and operating costs.

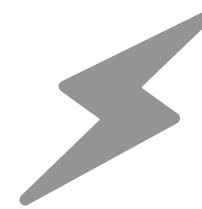


We also provide services related to the management, improvement, implementation, updating and solutions related to AVEVA PI System. This suite of AVEVA solutions enables digital transformation through high-quality and reliable operations data. Collect, enhance, and deliver real-time data at any location. Give more knowledge to engineers and operators. Speed up the work of analysts and data scientists. Support new business opportunities.

The main purpose of the service is to ensure **the proper functioning** of the PI System infrastructure.

We also will help you with the performing administration, updating, user support, development of reports and custom applications based on the system.

The service is constant **24/7** and is in charge of a team of trained PIPER engineers. Certified by OSIsoft® as specialists in infrastructure and PI System Implementation.



Immediate Response: Full availability and speed 24/7 will give you peace of mind to help you with your concerns.



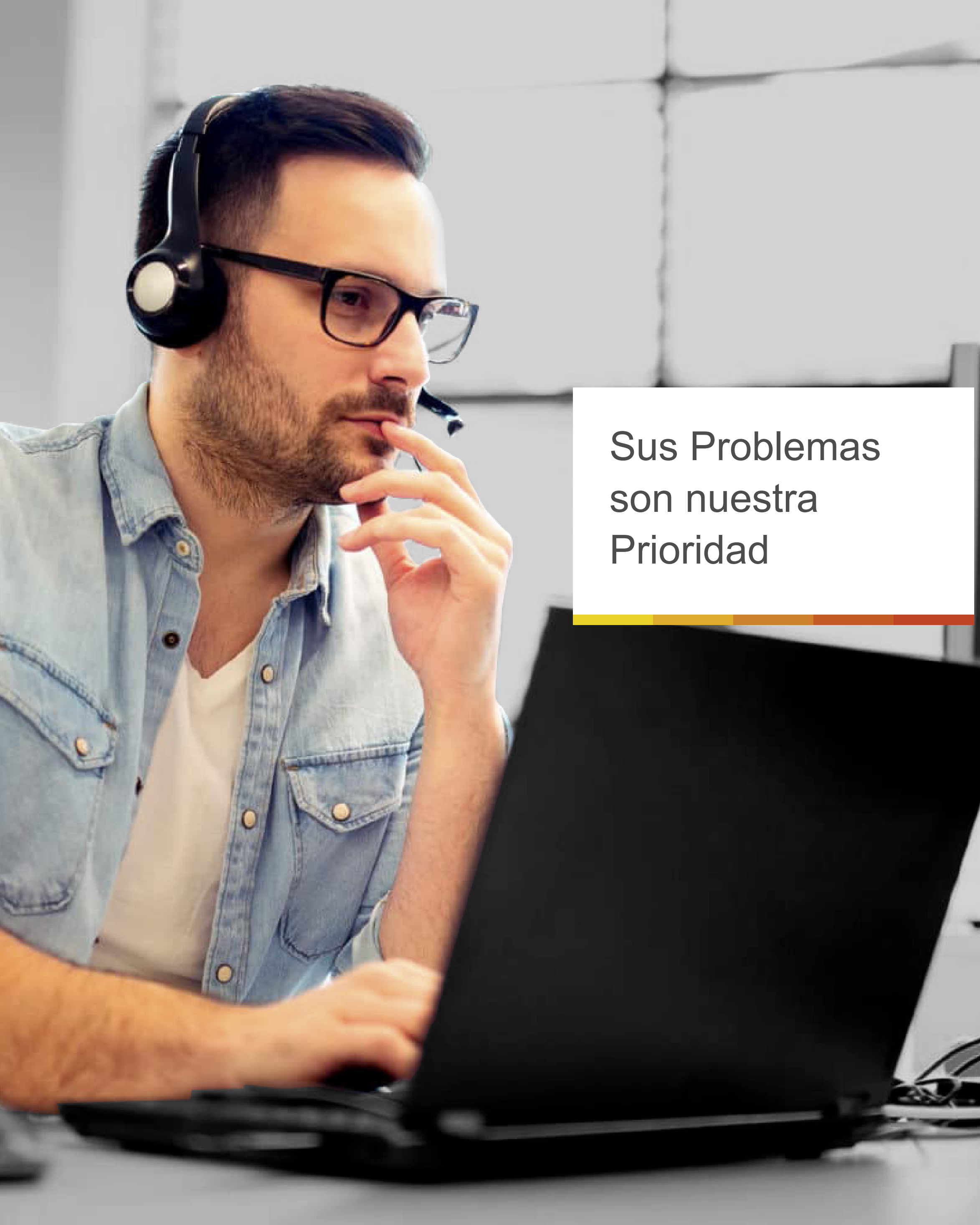
Skilled Team: OSIsoft trained and certified engineers will guide you to get the most out of your PI System.



Experience: With more than 6 years of experience handling incidents, we even know what issues can cause you difficulties.



Global: This service is available to you anywhere in the world.



Sus Problemas
son nuestra
Prioridad

1

The support service can help you with deployments in AVEVA PI Vision as well as migration and upgrade in AVEVA PI Data Archive, AF and Vision. **Get the most out of your AVEVA PI System** by pushing what it can offer to the limit.



PI Vision



PI Data Archive



Asset Framework



PI Analytics

2

The sensors give us raw data, to interpret these signals into relevant information for your big projects we use **PI Analytics**, equations that will help with your most complicated calculations; our service will help you obtain that information for complex decisions.

3

The goal when organizing your asset model is to make assets easy for users to find. The primary method of organizing elements in **PI AF** is the element tree. Individual elements can be arranged and regrouped within the tree, without limitations. The support service will help you by creating this hierarchy of elements ready to model your information.



Asset Framework

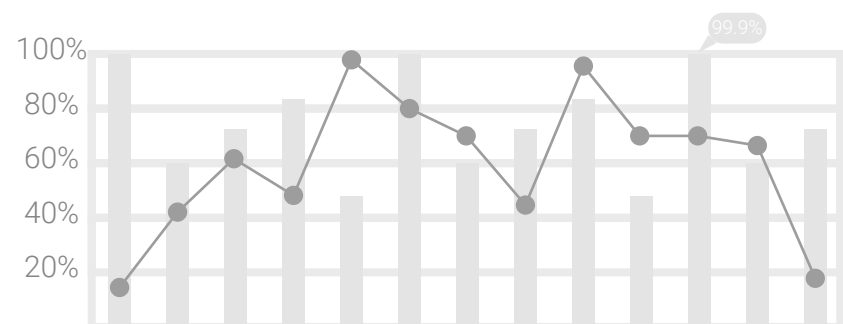
4

The group of industrial standardized communication protocols between devices and systems, **OPC**. This service can help with configuration, installation, and redundancy of the OPC-DA interface.

OPC DA
RDBMS
UFL
Connectors

5

In addition, we will carry out **proactive monitoring** of your work areas, you will obtain reports to improve the use of the PI System and the performance of your equipment.





Alcances, Soluciones y Requerimientos

Scopes and solutions

1. **Before starting** the support service we will verify that all the essential elements for the PI System are fulfilled, if the client wishes to have a complete vision of the current state of his PI system, we would recommend carrying out an Audit with us.

2. We will improve **the system architecture** to meet the best practices and performance requirements recommended by AVEVA, create service accounts, install or update OSIsoft software, perform optimal configuration of PI Data Archive and Automatic Backups.

4. A training on **visualization tools** (PI Datalink™, PI Processbok™ and PI Vision™) will be given in two (02) sessions for eight (08) participants. In this training we will also explain how the support service will be, we will define the frequency of reports and meetings on the performance of this service.

5. To **improve the performance** of your PI System, we will carry out monitoring with reports; we will be willing to coordinate with third parties (IT: Networks, Communications, Osisoft, Process Control, etc.); We will manage incidents, queries and requirements which will be documented after solving them to avoid their repetition.

6. **Management, registration and maintenance** of requirements will be carried out, gathering information, deployments, inventories and weekly, monthly, quarterly and annual reports of the PI tools. Therefore, all the

documentation and definition of the scope of this service will be reviewed with the relevant area.

7. We will maintain your hierarchical models, creation of new tags, PI Vision deployments. We'll take care of AVEVA PI System™ updates and manage your PI infrastructure, interfaces and events.

Requirements for the service

PI Interfaces: Most interfaces to the PI System require third-party hardware and software that must be installed and operational before starting the service. Specific requirements will be validated during prior negotiations.

TCP/IP: TCP/IP communication must be enabled and operational on all computers that will use the PI System.

Customer technical staff must be available to provide system support (security, network and control systems). In addition, you must provide a configuration station with system administration tools and Microsoft Excel.

The customer must purchase the necessary AVEVA installation kits prior to any implementation.



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