



Your Independent Global **SCADA** Provider

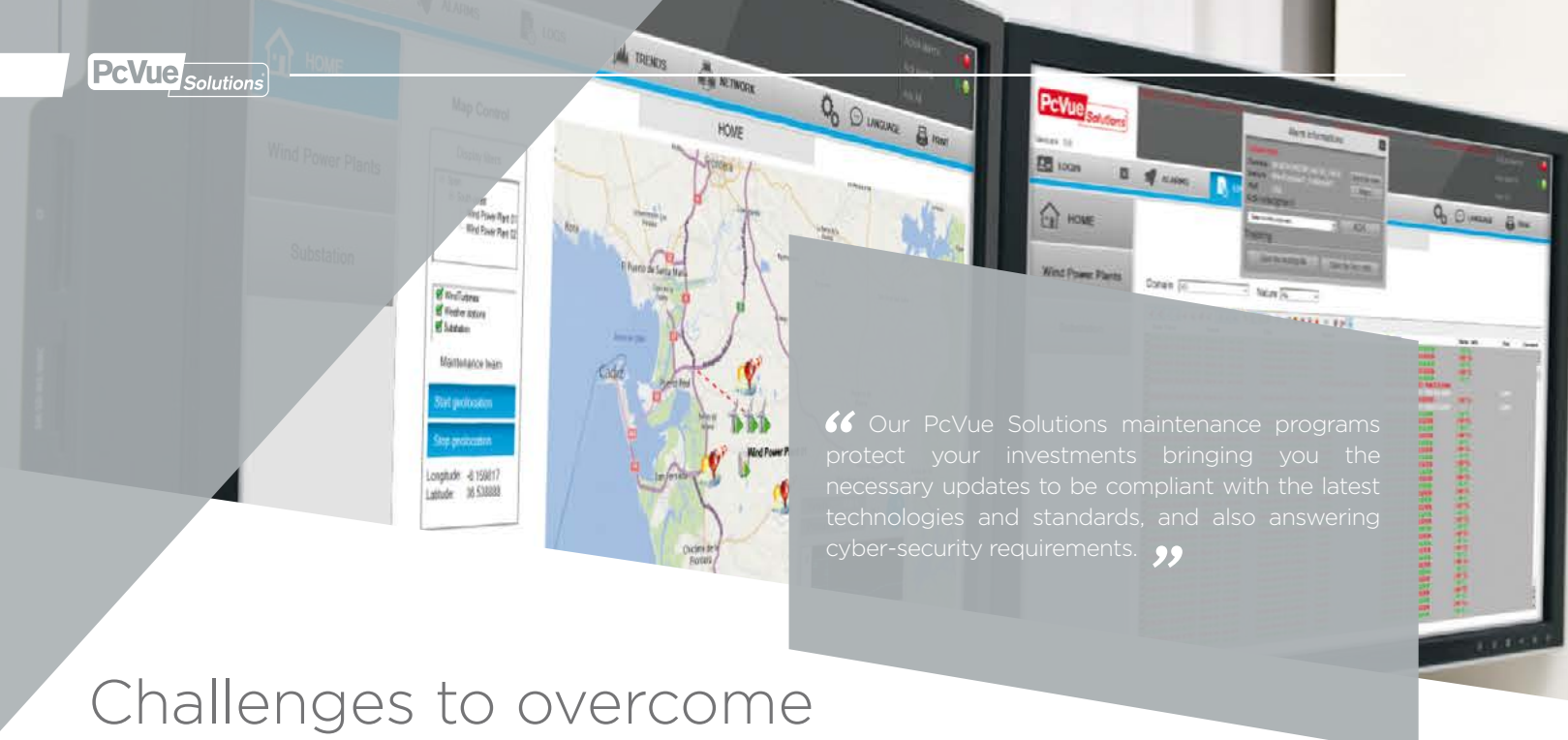


FRANCE / CHILE / CHINA / GERMANY / ITALY / JAPAN / MALAYSIA / SINGAPORE / SWITZERLAND / UK / USA

Client Support and Software Maintenance

PRESERVE YOUR INVESTMENT

www.pcvuesolutions.com



“ Our PcVue Solutions maintenance programs protect your investments bringing you the necessary updates to be compliant with the latest technologies and standards, and also answering cyber-security requirements. ”



“ ARC Informatique développe son offre sur la base des plateformes Microsoft et des standards de l'industrie informatique ”

Challenges to overcome

The generalization of IT methods for automation systems underlined the inadequacy between the sustainability of solutions and constantly developing technologies.

Nowadays, these technologies have a renewable cycle of 2 to 3 years for the most common platforms.

Yet, investments made into automation systems are planned on 5, 10 and even 15 years in some cases.

The expectations around the availability rate of these systems never stop to grow, and do not allow a continuous modification of its components.

The high availability required for the automation systems

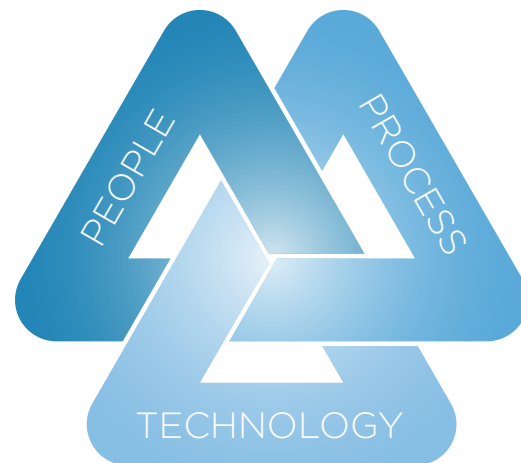
must be rich by using a high qualified product ever up-to-date.

Today, SCADA Solutions users need a permanent access to technical resources to quickly obtain answers and take good decisions.

PcVue Solutions Maintenance Programs contribute to take-up those challenges.

Protect your investments with our maintenance programs

You have made significant investments to improve the performances of your installations and wish to secure them through time. PcVue Maintenance Programs protect your investments bringing you necessary updates suitable with actual standards and technologies. Programs can also include technical hotline support, a 24/7 access to the web knowledge base and other added value services.



Software Update

Choosing a unique evolving platform

ARC Informatique develops its offer on the basis of Microsoft platforms and on the automation standards, providing an access to the most recent technologies like .net, XML, Web Services ... The integration of Microsoft's most popular tools like VBA,MSDE,SQL Server is also facilitated.

Technological excellence

The longevity of solutions lies on relevant tools and methods choices provided by software editors, to help maintaining a consistent product offer through time. Thanks to an active technological watch and a partnership with institutions like the OPC Foundation and several research programs, ARC Informatique integrates components ensuring an interoperability with the other constituents of the automation system, or with third-part industrial software applications (ERP, GMAO, SPC...).

Soft Migration

To give time to PcVue users for them to integrate the latest versions of the products and to migrate on new exploitation systems, ARC Informatique keeps N and N-1 versions of its software. Different versions of our software can cohabit within the same client or server architecture, permitting then to the users to implement new applications keeping the installed ones. The users can plan his evolution following his will and his own financial and exploitation constraints.

Patch Management

ARC Informatique effectuates anomaly or malfunction corrections on current versions. A targeted patch can be delivered as an update, without waiting for the release of the new product version. The following version is subjected to a complete qualification phase and includes all patches and new features.

Upward compatibility

Non regarding environments and technologies on which our products are based, the longevity relies also on the persistence of our offer.

Since the first versions of PcVue in a Windows environment, ARC Informatique always committed to guarantee:

- ✓ A maintain of the product's functionality from the version N to the version N+1
- ✓ An ascending compatibility from project N to project N+1
- ✓ The migration of historical data sets



Technical support

To accompany our partners in the commissioning of their solutions, ARC Informatique proposes several channels.

Phone or email support

The technical support is entirely managed by the ARC Informatique teams, who master perfectly the PcVue Solution offer, thereby ensuring adapted answers.

All support folders are tracked and supervised until the closing of the case. If needed, ARC Informatique can assign a unique technical contact, facilitating the follow-up and reducing the treatment delays of the case.

Moreover, a remote control can be also proposed if the internet access conditions on site allow it.

Clients and partners disposing of a maintenance contract are given a privileged access to the hotline.

Regarding the continue amelioration of support folders treatment, ARC Informatique surveys regularly its clients who are, for the biggest part of them, very satisfied of our technical support's quality. This inquiry is an important part of our ISO 9001 certification.

✓ Support téléphonique ou par email :

hotline : +33 1 41 14 36 25

email : services@arcinfo.com

✓ Site internet technique :

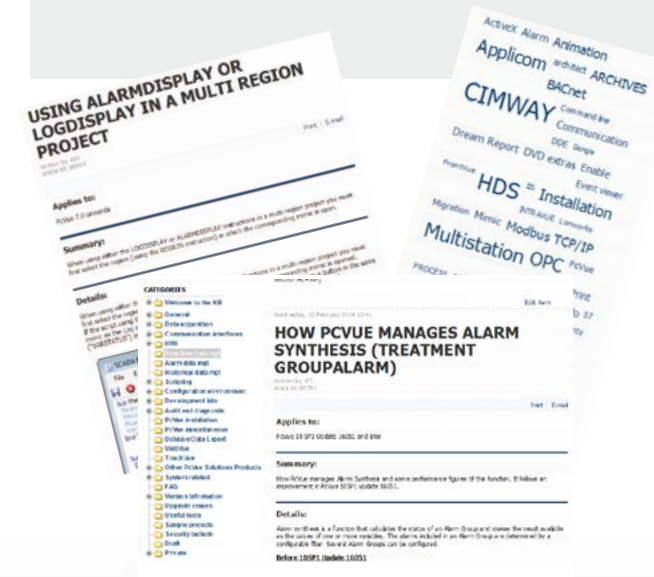
support.pcvuesolutions.com

Technical website and video tutorial

ARC Informatique developed a rich ensemble of technical resources for its partners, offering them a resolution to their problematics.

KNOWLEDGE BASE

Our knowledge base, available 24/7 on our website <http://support.pcvuesolutions.com>, gives access to hundreds of articles like FAQ and examples of PcVue projects, and to download complementary tools of the PcVue Solutions offer. An access to our technical documentation is also available through our corporate website.



VIDEO TUTORIALS

In order to approach simply some functionalities of the PcVue Solutions offer, ARC Informatique develops and proposes numerous video tutorials. They offer a discovery of the new features of each version, as well as an approach of the fundamentals of our SCADA Software PcVue.

SUBSCRIBE TO A MAINTENANCE CONTRACT AND PRESERVE YOUR INVESTMENTS

Protect your investments thanks to our maintenance contracts covering the update of your software.

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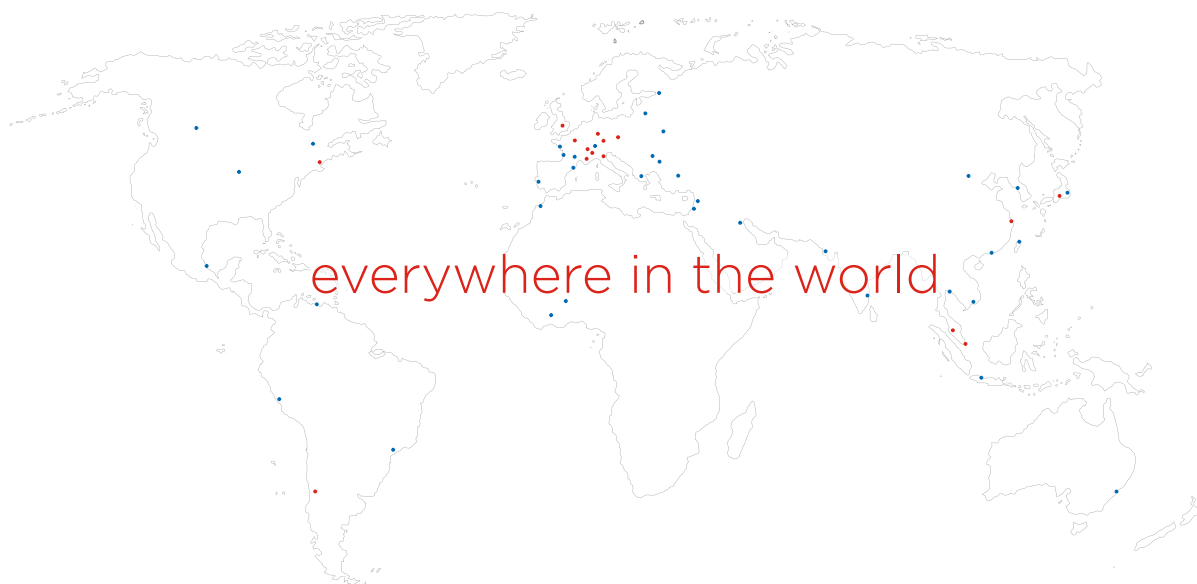


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