

# Virtual Engineer Service

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## ▪ **Scope (All work performed remotely):**

AspenTech will assign a consultant in a technology area related to AspenTech software products that customer chooses. Customer may assign the consultant to do the following:

1. Application support – General troubleshooting to address customer problems and determine if there are defects. Provide best practice guidance on specific features.
2. Document customer's deployment set up, meet on a regular cadence to discuss issues and develop upgrade/migration plans.
3. Upgrade and Deployment support – Augment customer's support teams to ensure customer initiatives progress as planned.
4. Conduct regular health checks on how customers use AspenTech software and provide best practice recommendations
5. Provide coaching and seminars for customer employees
6. Assist customer in training and certification plans for users of AspenTech software

This work will be virtual. Sufficient remote access privileges is required for this engagement.

## ▪ **Examples of types of work under this program:**

*Aspen Engineering Suite:*

- Model Audit
- Application Upgrades
- Troubleshooting
- Small group coaching
- Ad Hoc, As Needed, Product/Domain Support.

*Aspen Manufacturing and Supply Chain*

- Interface issues related to CIM-IO/InfoPlus.21 communication
- Tag maintenance
- Troubleshooting SQLplus, Aspen Calc, a1PE, Process Data Add-In
- Architecture and deployment best practices
- PIMS modeling questions and issues
- APS modeling and set up question and issues

Every customer's needs may be different. AspenTech welcomes the opportunity to discuss your specific needs with our team to find how we can best meet your needs.

- ## ▪ **Service Fees:** Not included in the standard software maintenance and support service. Fees assessed separately.