

## **Remote Upgrade Service**

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- **Scope (all work done remotely):**
  1. AspenTech will review the customers current architecture and recommend best practices in deploying AspenTech software. Provides Platform specifications to setup the servers needed.
  2. AspenTech consultant will guide the customer to download the relevant AspenTech software version media and any cumulative patches available
  3. Help customer request new AspenTech license key and make sure it is ready prior to the start of the installation
  4. AspenTech consultant will install and upgrade customer's existing version to a new AspenTech software version remotely through Internet (either by using WebEx or Microsoft Teams) by accessing the customer's system remotely.
  5. Applicable to the AspenTech software products that are server based only (e.g. Aspen DMC3, Aspen InfoPlus.21)
    - Standard configurations only. For customized configuration, a pre-assessment will be done to ensure the work can be done remotely
    - For software that is client based, only one model per site will be upgraded (e.g., Aspen PIMS, Aspen APS, AORA)
  6. Customer must provide the needed remote access
  7. AspenTech provides the service and expertise. The final validation and acceptance of the work is customer's responsibility
- **Requirements:**
  1. Customer contact to be available remotely throughout the upgrade process
  2. Customer prepares the servers ready as per the AspenTech platform requirements
  3. Customer provides required remote system access to the servers being installed/ upgraded. Make sure firewalls don't prevent remote access to the servers
  4. If there are firewalls, temporarily enable remote access
    - Provide a Log-in account with administrative privileges for installation
    - Verify with the users if all the client applications are working as expected with the new Aspen version
    - If using any customizations/ custom applications test them after the Aspen product suite is upgraded
    - Install/ upgrade third party applications from other vendors on the server after the Aspen Tech Installation
  5. Validation and Acceptance: Customer to provide personnel to review the work and perform the necessary acceptance reviews
- **Service Fees:** Not included in the standard software maintenance and support service. Fees assessed separately